

YOUR_X PLAN[™]

Commonwealth of
Virginia Retiree Health
Benefits Program

Evidence of Coverage

National

Your Medicare prescription drug coverage as a Member of YOURx PLAN[™], brought to you by Medco and the Commonwealth of Virginia Retiree Health Benefits Program

January 1 – December 31, 2006

This Evidence of Coverage gives the details about your Medicare prescription drug coverage. It is an important legal document. Please keep it in a safe place.

YOURx PLAN Customer Service:

For help or information, please call Customer Service 24 hours a day, 7 days a week (except Thanksgiving and Christmas). Calls to these numbers are free:

Phone: 1-800-572-4098

TTY/TDD: 1-800-716-3231

Web site: www.medco.com

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Welcome to YOURx PLAN!

We are pleased that you've chosen YOURx PLAN, brought to you by Medco and the Commonwealth of Virginia Retiree Health Benefits Program.

YOURx PLAN IS A MEDICARE PRESCRIPTION DRUG PLAN

YOURx PLAN™ is a Medicare-approved Prescription Drug Plan that is offered nationally in 34 Medicare regions. The Prescription Drug Plan is underwritten by MEDCO CONTAINMENT INSURANCE COMPANY OF NEW YORK, an insurance company licensed in New York, and MEDCO CONTAINMENT LIFE INSURANCE COMPANY, an insurance company licensed or authorized to do business in the states that comprise the other 33 Medicare regions.

Throughout the remainder of this Evidence of Coverage, we refer to YOURx PLAN as "Plan." Customer Service numbers refer to Medco unless otherwise indicated.

THIS EVIDENCE OF COVERAGE EXPLAINS HOW TO GET YOUR MEDICARE PRESCRIPTION DRUG COVERAGE THROUGH OUR PLAN

This Evidence of Coverage, together with the riders and amendments that we may send to you, is our contract with you. It explains your rights, benefits, and responsibilities as a member of our Plan. It also explains our responsibilities to you. The information in this Evidence of Coverage is in effect for the time period from January 1, 2006, through December 31, 2006.

This Evidence of Coverage gives you the details, including:

- What is covered in our Plan and what is not covered
- How to get your prescriptions filled, including some rules you must follow
- What you will have to pay for your prescriptions
- What to do if you are unhappy about something related to getting your prescriptions filled
- How to leave our Plan, including your choices for continuing Medicare prescription drug coverage

If you need this Evidence of Coverage in a different format (such as in Spanish or braille), please call us so we can send you a copy.

PLEASE TELL US HOW WE'RE DOING

We want to hear from you about how well we are doing as your Medicare Prescription Drug Plan. You can call or write to us at any time—your comments are always welcome, whether positive or negative. From time to time, we conduct surveys that ask our members to tell about their experiences with this Plan. If you are contacted, we hope you will participate in a member satisfaction survey. Your answers to the survey questions will help us know what we are doing well and where we need to improve.

How to contact our Plan's Customer Service

If you have any questions or concerns, please call or write to Customer Service. We will be happy to help you. Our business hours are 24 hours a day, 7 days a week (except Thanksgiving and Christmas).

CALL 1-800-572-4098 This number is also on the cover of this Evidence of Coverage for easy reference. Calls to these numbers are free.

TTY/TDD 1-800-716-3231. This number requires special telephone equipment. It is on the cover of this Evidence of Coverage for easy reference. Calls to this number are free.

WRITE YOURx PLAN
Medco Health Solutions, Inc.
P.O. Box 630246
Irving, Texas 75063

How to contact the Medicare program and the 1-800-MEDICARE (TTY/TDD 1-877-486-2048) helpline

Medicare is the Federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease, sometimes referred to as ESRD (permanent kidney failure requiring dialysis or a kidney transplant). CMS is the Federal agency in charge of the Medicare program. “CMS” stands for Centers for Medicare & Medicaid Services. CMS contracts with and regulates Medicare Prescription Drug Plans (including our Plan).

HERE ARE WAYS TO GET HELP AND INFORMATION ABOUT MEDICARE FROM CMS

Call **1-800-MEDICARE** (1-800-633-4227) to ask questions or get free information booklets from Medicare. You can call this national Medicare helpline 24 hours a day, 7 days a week. TTY/TDD users should call 1-877-486-2048. Calls to these numbers are free.

Use a computer to visit www.medicare.gov, the official government Web site for Medicare information. This Web site gives you a lot of up-to-date information about Medicare and nursing homes. It includes Medicare publications you can print directly from your computer. It has tools to help you compare Medicare Health Plans and Prescription Drug Plans in your area. You can also search the “Helpful Contacts” section for the Medicare contacts in your state. If you do not have a computer, your local library or senior center may be able to help you visit this Web site using their computer.

SHIP—an organization in your state that provides free Medicare help and information

“SHIP” stands for **State Health Insurance Assistance Program**. SHIPs are organizations paid by the Federal government to give free health insurance information and help to people with Medicare. SHIPs have different names depending on which state they are in. Your SHIP can explain your Medicare rights and protections, help you make complaints about care or treatment, and help straighten out problems with Medicare bills. Your SHIP has information about Medicare Prescription Drug Plans, Medicare Health Plans, and about Medigap (Medicare supplement insurance) policies.

You can find contact information for the SHIP in your state in the chart at the end of this Evidence of Coverage. You can also find the Web site for your local SHIP at www.medicare.gov.

Quality Improvement Organization—a group of doctors and health professionals in your state who review medical care and handle certain types of complaints from patients with Medicare

“QIO” stands for **Quality Improvement Organization**. The QIO is a group of doctors and other health care experts paid by the Federal government to check on, and help improve, the care given to Medicare patients. There is a QIO in each state. QIOs have different names, depending on which state they are in. In addition to other quality improvement and beneficiary protection activities, the doctors and other health experts in the QIOs review written quality-of-care complaints made by Medicare patients. See Section 6 for more information about complaints.

You can find contact information for the QIO in your state in the chart at the end of the Evidence of Coverage.

Other organizations

MEDICAID AGENCY—A STATE GOVERNMENT AGENCY THAT HANDLES HEALTH CARE PROGRAMS FOR PEOPLE WITH LOW INCOMES

Medicaid is a joint Federal and state program that helps with medical costs for some people with low incomes and limited resources. Some people with Medicare are also eligible for Medicaid. Most health care costs are covered if you qualify for both Medicare and Medicaid. Medicaid also has programs that can help pay for your Medicare premiums and other costs, if you qualify. To find out more about Medicaid and its programs, refer to the list of state Medicaid programs located at the end of this EOC.

SOCIAL SECURITY ADMINISTRATION

The Social Security Administration provides economic protection for Americans of all ages. Social Security programs include retirement benefits; disability; family benefits; survivors' benefits; and benefits for the aged, blind, and disabled. If you have questions about any of these benefits you can call the Social Security Administration at 1-800-772-1213. TTY/TDD users should call 1-800-325-0778. Calls to these numbers are free. You can also visit www.ssa.gov.

RAILROAD RETIREMENT BOARD

If you get benefits from the Railroad Retirement Board, you can call your local Railroad Retirement Board office or 1-800-808-0772 (Calls to this number are free.) TTY/TDD users should call 1-312-751-4701. You can also visit www.rrb.gov.

STATE PHARMACY ASSISTANCE PROGRAM

Some states have State Pharmacy Assistance Programs (SPAPs). SPAPs are state-funded programs that provide financial assistance for prescription drugs to low-income and medically needy senior citizens and individuals with disabilities. SPAPs may help pay for the premiums, deductibles, and/or co-payments/co-insurance for those who qualify. Please contact a SPAP in your state to determine what benefits may be available to you. Please refer to the end of this Evidence of Coverage to locate the SPAP(s) in your state.

There is no State Pharmacy Assistance Program in Alabama, Arizona, Arkansas, Colorado, District of Columbia, Florida, Georgia, Hawaii, Idaho, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Nebraska, New Hampshire, New Mexico, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Tennessee, Utah, Virginia, and West Virginia.

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What is YOURx PLAN?

YOURx PLAN is a Medicare Prescription Drug Plan.

OVERVIEW OF MEDICARE PRESCRIPTION DRUG COVERAGE

Medicare prescription drug coverage is insurance that helps pay for your prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part B. We will generally cover the drugs listed in our formulary as long as the drug is medically necessary, the prescription is filled at a Plan network pharmacy, and other coverage rules are followed. We do not pay for drugs that are covered by Medicare Part B. As a member, all you have to do is continue to pay your monthly premium and pay applicable deductibles, co-pays, and co-insurances. The amount of the monthly premium is not affected by your health status or how many prescriptions you need. If you have limited income and resources, you may

get extra help from Medicare to pay your premium, deductible, co-payments, and co-insurances so that you get your prescription drugs for little or no cost. Please see Section 2 or call Customer Service to learn more.

HELP US KEEP YOUR MEMBERSHIP RECORD UP-TO-DATE

We have a file of information about you as a plan member. Pharmacists use this membership record to know what drugs are covered for you. The membership record has information from your enrollment form, including your address and telephone number. It shows your specific Plan coverage and other information. Section 8 tells you how we protect the privacy of your personal health information.

Please help us keep your membership record up-to-date by letting your Commonwealth of Virginia Benefit Administrator know right away if there are any changes in your name, address, or phone number, or if you go into a nursing home.

All 50 states and Washington, DC are included in our service area

If you move out of your state of residence, please call Medco's Customer Service to request a new regional Pharmacy Directory.

Use your Plan membership card

Here is a sample of your Plan membership card:

| | | | | | | | | | | | | | | | | | |
|---|--|--|--------|--|--------------|------------|--------------|--------------|---------------|-------|--|---------------|----------------------|--|-------------|------------------------------|--|
| <p>Members:</p> <ul style="list-style-type: none"> • Except in emergencies, this card must be presented at a retail network pharmacy when purchasing prescription drugs. • To locate a retail network pharmacy, or for more information about your prescription benefit plan, please visit our website at www.medco.com or call Customer Service at the number below. • Medicare contact information (1-800-MEDICARE and 1-877-486-2048 TTY/TDD) <p>This plan is offered by Medco Containment Life Insurance Company.</p> <hr/> <p>Submit claims to: Medco Health Solutions, Inc. P.O. Box 14711 Lexington, KY 40512</p> <p>Important phone numbers: Provider line: 1-800-922-1557 Customer Service: 1-800-572-4098 TTY/TDD line: 1-800-716-3231</p> | <p>YOUR PLAN <i>Prescription Drug Plan</i></p> <table> <tr> <td>RxBin</td> <td>XXXXXX</td> <td rowspan="3">Commonwealth of Virginia Retiree Health Benefits Program</td> </tr> <tr> <td>RxPcn</td> <td>XXXXXXXXXX</td> </tr> <tr> <td>RxGrp</td> <td>XXXXXXXXXXXX</td> </tr> <tr> <td>Issuer</td> <td colspan="2">80840</td> </tr> <tr> <td>ID No.</td> <td colspan="2">XXXXXXXXXXXXXXXXXXXX</td> </tr> <tr> <td>Name</td> <td colspan="2">XXXXXXXXXX X XXXXXXXXXXXXXXX</td> </tr> </table> <p>www.medco.com</p> <p>MedicareRx Prescription Drug Coverage</p> | RxBin | XXXXXX | Commonwealth of Virginia Retiree Health Benefits Program | RxPcn | XXXXXXXXXX | RxGrp | XXXXXXXXXXXX | Issuer | 80840 | | ID No. | XXXXXXXXXXXXXXXXXXXX | | Name | XXXXXXXXXX X XXXXXXXXXXXXXXX | |
| RxBin | XXXXXX | Commonwealth of Virginia Retiree Health Benefits Program | | | | | | | | | | | | | | | |
| RxPcn | XXXXXXXXXX | | | | | | | | | | | | | | | | |
| RxGrp | XXXXXXXXXXXX | | | | | | | | | | | | | | | | |
| Issuer | 80840 | | | | | | | | | | | | | | | | |
| ID No. | XXXXXXXXXXXXXXXXXXXX | | | | | | | | | | | | | | | | |
| Name | XXXXXXXXXX X XXXXXXXXXXXXXXX | | | | | | | | | | | | | | | | |

During the time you are a plan member and using plan services, you *must* use your Plan membership card at network pharmacies. Please carry your Plan membership card with you at all times. You will need to show this card in order to get your prescription drugs paid for. If your membership card is ever damaged, lost, or stolen, call Customer Service right away and we will send you a new card.

Using Plan pharmacies to get your prescription drugs covered by us

WHAT ARE NETWORK PHARMACIES?

With few exceptions, **you must use network pharmacies to get your prescription drugs covered.**

- **What is a “network pharmacy”?** A network pharmacy is a pharmacy at which you can get your prescription drug benefits. We call them “network pharmacies” because they contract with our Plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies. Once you go to one, you are not required to continue going to the same pharmacy to fill your prescription; you can go to any of our network pharmacies.
- **What are “covered drugs”?** “Covered drugs” is the general term we use to mean all of the outpatient prescription drugs that are covered by our Plan. Covered drugs are listed in the formulary.

HOW DO I FILL A PRESCRIPTION AT A NETWORK PHARMACY?

To fill your prescription, you must show your Plan membership card at one of our network pharmacies. If you do not have your membership card with you when you fill your prescription, you may have to pay the full cost of the prescription (rather than paying just your co-payment). If this happens, you can ask us to reimburse you for our share of the cost by submitting a claim to us. To learn how to submit a paper claim, please refer to the paper-claims process described at the end of this section.

THE PHARMACY DIRECTORY GIVES YOU A LIST OF PLAN NETWORK PHARMACIES.

As a member of our Plan, we will send you a Pharmacy Directory, which gives you a list of our network pharmacies. You can use it to find a network pharmacy closest to you. If you don’t have the Pharmacy Directory, you can get a copy from Customer Service. They can also give you the most up-to-date information about changes in this Plan’s pharmacy network. In addition, you can find this information on our Web site.

WHAT IF A PHARMACY IS NO LONGER A “NETWORK PHARMACY”?

Sometimes a pharmacy might leave the plan’s network. If this happens, you will have to get your prescriptions filled at another Plan network pharmacy. Please refer to your Pharmacy Directory or call Customer Service to find another network pharmacy in your area.

HOW DO I FILL A PRESCRIPTION THROUGH PLAN’S NETWORK MAIL-ORDER PHARMACY SERVICE?

You can use our network mail-order pharmacy service to fill prescriptions for what we call “maintenance drugs.” These are drugs that you take on a regular basis for a chronic or long-term medical condition.

Generally, it takes us 3 to 5 days to process your order and ship it to you. However, sometimes your mail order may be delayed. Make sure you have at least a 14-day supply of that medication on hand. If you don’t have enough, ask your doctor to give you a second prescription for a 30-day supply, and fill it at a retail network pharmacy while you wait for your mail-order supply to arrive. If your mail-order shipment is delayed, please call the Customer Service numbers listed on the cover. We’ll make sure you have your medication when you need it.

You are not required to use our mail-order services to get an extended supply of maintenance medications. You can also get an extended supply through some retail network pharmacies.

Filling prescriptions outside the network

Generally, we only cover drugs filled at an out-of-network pharmacy in limited circumstances when a network pharmacy is not available. Below are some circumstances when we would cover prescriptions

filled at an out-of-network pharmacy. **Before you fill your prescription in these situations, call Customer Service to see if there is a network pharmacy in your area where you can fill your prescription.** If you do go to an out-of-network pharmacy for the reasons listed below, you may have to pay the full cost (rather than paying just your co-payment) when you fill your prescription. You can ask us to reimburse you for our share of the cost by submitting a claim form. You should submit a claim to us if you fill a prescription at an out-of-network pharmacy as any amount you pay will help you qualify for catastrophic coverage (see Section 4). To learn how to submit a paper claim, please refer to the paper-claims process described next.

IN A MEDICAL EMERGENCY

We will cover prescriptions that are filled at an out-of-network pharmacy if the prescriptions are related to care for a medical emergency or urgently needed care.

WHEN TRAVELING AWAY FROM OUR PLAN'S SERVICE AREA

If you take a prescription drug on a regular basis and you are going on a trip, be sure to check your supply of the drug before you leave. When possible, take along all the medication you will need. You may be able to order your prescription drugs ahead of time through our mail order pharmacy service.

If you are traveling within the U.S. and need to fill a prescription because you become ill or you lose or run out of your covered medication, we will cover prescriptions that are filled at an out-of-network pharmacy if you follow all other coverage rules. Prior to filling your prescription at an out-of-network pharmacy, call the Customer Service numbers listed on the cover to find out if there is a network pharmacy in the area where you are traveling. If there are no network pharmacies in that area, Customer Service may be able to make arrangements for you to get your prescriptions from an out-of-network pharmacy.

We cannot pay for any prescriptions that are filled by pharmacies outside the United States, even for a medical emergency.

TO OBTAIN A COVERED DRUG IN A TIMELY MANNER

In some cases, you may be unable to obtain a covered drug in a timely manner within our service area. If there is no network pharmacy within a reasonable driving distance that provides 24-hour service, we will cover your prescription at an out-of-network pharmacy.

IF A NETWORK PHARMACY DOES NOT STOCK A COVERED DRUG

Some covered prescription drugs (including orphan drugs or other specialty pharmaceuticals) may not be regularly stocked at an accessible network retail pharmacy or through our mail-order pharmacy. We will cover prescriptions at an out-of-network pharmacy under these circumstances.

How do I submit a paper claim?

When you go to a network pharmacy, your claim is automatically submitted to us by the pharmacy. However, if you go to an out-of-network pharmacy for one of the reasons listed above, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. Submit your claim and your receipt to the following address: YOURx PLAN, Medco Health Solutions, Inc., P.O. Box 14711, Lexington, KY 40512. Upon receipt, we will make a coverage determination on the claim. Please see Section 6 or call Customer Service at the numbers listed on the cover for more information on coverage determinations.

Specialty pharmacies

HOME INFUSION PHARMACIES

Plan will cover home infusion therapy if:

- Your prescription drug is on our Plan's formulary,
- You have followed all required coverage rules and our Plan has approved your prescription for home infusion therapy,
- Your prescription is written by a doctor, and
- You get your infused drug(s) from a Plan network pharmacy.

Home infusion pharmacies specialize in the preparation of medications that are administered intravenously or by injection. Common preparations that are provided by infusion pharmacies are: chemotherapy, hydration therapy, pain management therapy, and antibiotic therapy. Please refer to your Pharmacy Directory to find a home infusion pharmacy provider in your area. For more information, please contact Customer Service.

LONG-TERM-CARE PHARMACIES

Residents of a long-term-care facility may get their prescription drugs through their long-term-care pharmacy in the Plan's network of long-term-care pharmacies. In some cases the long-term-care pharmacy will be the long-term care pharmacy that contracts directly with the long-term-care facility. Please refer to your Pharmacy Directory to find out if your long-term-care pharmacy is part of our network. If it is not, or for more information, please contact Customer Service.

INDIAN HEALTH SERVICE/TRIBAL/URBAN INDIAN HEALTH PROGRAM (I/T/U) PHARMACIES

Native Americans and Alaska Natives have access to Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies through Plan's pharmacy network.

Please refer to your Pharmacy Directory to find an I/T/U pharmacy in your area. For more information, please contact Customer Service.

Some vaccines and drugs may be administered in your doctor's office

We cover vaccines that are medically necessary and are covered by our Plan but are not already covered by Medicare Part B. In addition we cover some drugs that may be administered in your doctor's office. (Please see Section 4, "How does your enrollment in Plan affect coverage for drugs covered under Medicare Part A or Part B?" for more information.)

Section 2 Extra Help with Drug-Plan Costs for People with Limited Income and Resources

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What extra help is available?

Starting January 1, 2006, Medicare prescription drug coverage will be available to everyone with Medicare. If you have limited income and resources, you may qualify for extra help paying your prescription drug plan costs. If you qualify, you will get help paying for your drug plan's monthly premium, yearly deductible, and prescription co-payments and co-insurances.

Do you qualify for extra help?

People with limited income and resources may qualify for extra help. To qualify, your annual income must be below \$14,355 (or \$19,245 if you are married). In addition, your resources (including your savings and stocks, but not your home or car) must not exceed \$11,500 (or \$23,000 if you are married). The amount of extra help you get will depend on your income and resources.

Note: Amounts shown above are for 2006. If you live in Alaska or Hawaii, or pay more than half of the living expenses of dependent family members, income limits are higher. Please call Customer Service to find out what the income limits are.

Some people automatically qualify for extra help and do not have to apply for it. If you answer "yes" to any of the questions below, you automatically qualify for extra help:

- Do you have Medicare and full coverage from a state Medicaid?
- Do you get Supplemental Security Income?
- Do you get help from your state Medicaid program paying your Medicare premiums? That is, do you belong to a Medicare Savings Program, such as the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), or Qualified Individual (QI) program?

How do you apply for extra help?

Medicare mailed letters to people who automatically qualify for extra help in May or June. If you did not automatically qualify, the Social Security Administration (SSA) sent people with certain incomes an application for this extra help. If you got this application, fill it out and send it back to SSA as soon as possible. If you did not get an application but think you may qualify, call 1-800-772-1213, visit www.socialsecurity.gov on the Web, or apply at your State Medical Assistance office. After you apply, you will get a letter in the mail letting you know if you qualify or not and what you need to do next.

How do you get more information?

For more information on who can get extra help with prescription drug costs and how to apply, call the Social Security Administration at 1-800-772-1213, or visit www.socialsecurity.gov on the Web. TTY/TDD users should call 1-800-325-0778.

In addition, you can look at the 2006 *Medicare & You* Handbook, visit www.medicare.gov on the Web, or call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048.

If you have any questions about our Plan, please refer to our Customer Service numbers listed on the cover and in the introduction section. Or, visit our website.

Section 3 Monthly Premium

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***Please Note:** If you are receiving extra help with paying for your drug coverage, the extra help that you will receive as a member of YOURx PLAN is listed in your Evidence of Coverage Rider. Or, if you are a member of a State Pharmacy Assistance Program (SPAP), you may receive help paying your premiums. Please contact your SPAP to determine what benefits are available to you.*

Paying the plan premium for your coverage as a member of our Plan

HOW MUCH IS YOUR MONTHLY PLAN PREMIUM AND HOW DO YOU PAY IT?

If you get your benefits from your current or former employer, or from your spouse's current or former employer, call the employer's benefits administrator for information about your plan premium.

Your premium will be billed or collected through your Commonwealth of Virginia Retiree Health Benefits Program as part of your total health benefits premium.

If you have any questions about your plan premiums or the different ways to pay them, please contact your Commonwealth of Virginia Benefits Administrator.

What happens if you don't pay your plan premiums, or don't pay them on time?

If your plan premiums are past due, we will tell you in writing when a 30-day grace period begins. Failure to pay your past-due plan premiums within the 30-day grace period will result in your disenrollment. Disenrollment ends your membership in our Plan. If you are disenrolled, you will not be able to enroll in another Medicare Prescription Drug Plan until the next Annual Coordinated Election Period, unless you qualify for a Special Enrollment Period. If you do not qualify for a Special Enrollment Period or have another source of creditable prescription drug coverage, you may have to pay a late enrollment penalty the next time you enroll in a Medicare Prescription Drug Plan or a Medicare Advantage Plan with prescription drug coverage.

Can your plan premiums change during the year?

Generally, your plan premium cannot change during the calendar year. We will tell you in advance if there will be any changes for the next calendar year in your plan premiums or in the amounts you will have to pay when you get your prescriptions covered. If there are any changes for the next calendar year, they will take effect on January 1, 2007.

In limited circumstances, your plan premium may change during the calendar year. If you aren't

currently receiving extra help but you qualify for it during the year, your monthly premium amount would go down. Or, if you currently get extra help paying your plan premium, the amount of help you qualify for may change during the year. Your eligibility for extra help might change if there is a change in your income or resources or if you get married or become single during the year. If the amount of extra help you get changes, your monthly premium would also change. For example, if you qualify for more extra help, your monthly premium amount would be lower. The Social Security Administration or State Medical Assistance Office can tell you if there is a change in your eligibility for extra help.

Do you have to continue to pay your Part A or Part B premiums?

To be a member of our Plan, you must either be entitled to Medicare Part A or enrolled in Medicare Part B. If you currently pay a premium for Medicare Part A and/or Medicare Part B, you must continue paying your premium in order to keep your Medicare Part A and/or Medicare Part B and to remain a member of this plan.

Some members who belong to a Medicare Savings Program (Qualified Medicare Beneficiary or QMB, Specified Low-Income Medicare Beneficiary or SLMB, Qualified Individual or QI) may be eligible to get extra help in paying for the cost of their Medicare Part A and/or Part B premiums. Please see Section 2 or call Customer Service for more information.

What is the late enrollment penalty?

Commonwealth of Virginia Retiree Benefits plan rules do not allow for late enrollment so the following information will not apply to you. You will have to pay a late enrollment penalty in addition to your monthly plan premium if you do not enroll in a Medicare Prescription Drug Plan during your initial enrollment period and you do not have creditable coverage for a continuous period of at least 63 days after your initial enrollment period. Creditable prescription drug coverage is coverage that is at least as good as the standard Medicare prescription drug coverage. You pay this late enrollment penalty for as long as you have Medicare prescription drug coverage. The amount of the late enrollment penalty may increase every year.

The late enrollment penalty also applies to individuals who qualify for extra help with their drug plan costs. If you get extra help, your penalty amount may be lower than it is for those who don't qualify. In addition, you may only have to pay the penalty for a maximum of 60 months.

Section 4 Prescription Drug Coverage

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This section describes your prescription drug coverage as a member of our Plan. We will explain what a formulary is and how to use it, our drug management programs, how much you will pay when you fill a prescription for a covered drug, and what an Explanation of Benefits is and how to get additional copies.

What drugs are covered by this Plan?

WHAT IS A FORMULARY?

We have a formulary that lists all drugs that we cover. We will generally cover the drugs listed in our formulary as long as the drug is medically necessary, the prescription is filled at a network pharmacy or through our network mail-order pharmacy service and other coverage rules are followed. For certain prescription drugs, we have additional requirements for coverage or limits on our coverage. These requirements and limits are described in Section 4.

The drugs on the formulary are selected by our Plan with the help of a team of health care providers. We select the prescription therapies believed to be a necessary part of a quality treatment program and both brand-name drugs and generic drugs are included on the formulary. A generic drug has the same active-ingredient formula as the brand-name drug. Generic drugs usually cost less than brand-name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and as effective as brand-name drugs.

Not all drugs are included on the formulary. In some cases, the law prohibits coverage of certain types of drugs. (See “Drug Exclusions” later in this section, for more information about the types of drugs that cannot be covered under a Medicare Prescription Drug Plan.) In other cases, we have decided not to include a particular drug.

In certain situations, prescriptions filled at an out-of-network pharmacy may also be covered. See Section 1 (“Plan Basics”) for more information about filling prescriptions at out-of-network pharmacies.

HOW DO YOU FIND OUT WHAT DRUGS ARE ON THE FORMULARY?

You may call Customer Service to find out if your drug is on the formulary or to request a copy of our formulary. You can also get updated information about the drugs covered by us by visiting our Web site.

WHAT ARE DRUG TIERS?

Drugs on our formulary are organized into different drug tiers, or groups of different drug types. Your co-insurance/co-payment depends on which drug tier your drug is in. The table below shows the co-insurance/co-payment amount you pay for each tier when you are in your initial coverage level. (See “How much do you pay for drugs covered by this Plan?” for more information about the initial coverage level.)

| Drug Tier | Retail Co-payment/ Co-insurance (30-day supply) | Retail Co-payment/ Co-insurance (90-day supply) | Mail-Order Co-payment/ Co-insurance (30-day supply) | Mail-Order Co-payment/ Co-insurance (90-day supply) |
|--|--|--|--|--|
| Generic drugs (Tier 1) | \$4 | \$12 | \$4 | \$4 |
| Plan-preferred brand-name drugs (Tier 2) | \$17 | \$51 | \$34 | \$34 |
| Non-preferred brand-name drugs (Tier 3) | 75% Co-insurance | 75% Co-insurance | 75% Co-insurance | 75% Co-insurance |
| Specialty drugs (Tier 5) | 25% Co-insurance | 25% Co-insurance | 25% Co-insurance | 25% Co-insurance |

You can ask us to make an exception to your drug's tier placement. See Section 6 to learn more about how to request an exception.

CAN THE FORMULARY CHANGE?

We may add or remove drugs from the formulary during the year. Changes in the formulary may affect which drugs are covered and how much you will pay when filling your prescription. If we remove drugs from the formulary, add prior authorizations, quantity limits and/or step therapy restrictions on a drug or move a drug to a higher cost-sharing tier, and you are taking the drug affected by the change, we will notify you of the change at least 60 days before the date that the change becomes effective. If we don't notify you of the change in advance, we will give you a 60-day supply of the drug when you request a refill of the drug. However, if a drug is removed from our formulary because the drug has been recalled from the market, we will not give 60-days' notice before removing the drug from the formulary. Instead, we will remove the drug from our formulary immediately and notify members about the change as soon as possible.

WHAT IF YOUR DRUG IS NOT ON THE FORMULARY?

If your prescription is not listed on the formulary, you should first contact Customer Service to be sure it is not covered.

If Customer Service confirms that we do not cover your drug, you have three options:

- You can ask your doctor if you can switch to another drug that is covered by us. If you would like to give your doctor a list of covered drugs that are used to treat similar medical conditions, please contact Customer Service.
- You can ask us to make an exception to cover your drug. See Section 6 to learn more about how to request an exception.
- You can pay out of pocket for the drug and request that the plan reimburse you by requesting a formulary exception. This does not obligate the plan to reimburse you if the exception request is not approved. See Section 6 to learn more about how to request an exception.

If you recently joined this Plan and learn that we do not cover a drug you were taking when you joined our plan, you may be able to get a one-time fill of that prescription. You can get a one-time fill of the non-covered drug if one of the following applies:

- You didn't know that your drug wasn't covered by this Plan, or
- You knew it wasn't covered but you didn't know that you could request an exception to the Plan's formulary.

After your one-time fill, you can ask Customer Service if we cover another drug to treat your medical condition. If we cover another drug, you can ask your doctor if this drug is an option for your treatment. You can also file a request for an exception to our formulary. See Section 6 for more information.

In some cases, we will contact you if you are taking a drug that is not on our formulary. We can give you the names of covered drugs that may be used to treat similar conditions so you can ask your doctor if any of these drugs are an option for your treatment. To make it easier for you to transition to a drug that is on the Plan formulary, you may be able to receive coverage for up to a 30-day supply of your current medication. (Plan members who are in long-term care facilities may receive up to a 90-day supply.) This is a temporary supply that is provided while we determine if you qualify for an exception.

DRUG EXCLUSIONS

By law, certain types of drugs or categories of drugs are not covered by Medicare Prescription Drug Plans. These drugs or categories of drugs are called "exclusions" and include:

| | |
|---|--|
| Nonprescription drugs, unless they are part of an approved step therapy | Drugs when used for anorexia, weight loss, or weight gain |
| Drugs when used to promote fertility | Drugs when used for cosmetic purposes or hair growth |
| Drugs when used for the symptomatic relief of cough or colds | Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations |
| Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale | Barbiturates and Benzodiazepines |

In addition, a Medicare Prescription Drug Plan cannot cover a drug that is covered under Medicare Part A or Part B. See "How does your enrollment in this Plan affect coverage for drugs covered under Medicare Part A or Part B?" below.

Drug Management Programs

UTILIZATION MANAGEMENT

For certain prescription drugs, we have additional requirements for coverage or limits on our coverage. These requirements and limits ensure that our members use these drugs in the most effective way and also help us control drug plan costs. A team of doctors and pharmacists developed these requirements and limits for our Plan to help us to provide quality coverage to our members. Examples of utilization management tools are described below:

- **Prior Authorization:** We require you to get prior authorization for certain drugs. This means that you or your doctor will need to get approval from us before you fill your prescription. If they don't get approval, we may not cover the drug.
- **Quantity Limits:** For certain drugs, we limit the amount of the drug that we will cover per prescription or for a defined period of time. For example, we will provide up to 34 tablets for 34 days per prescription for DIOVAN HCT.
- **Generic Substitution:** When there is a generic version of a brand-name drug available, our network pharmacies will automatically give you the generic version, unless your doctor has told us that you must take the brand-name drug.

You can find out if your drug is subject to these additional requirements or limits by looking in the formulary. If your drug does have these additional restrictions or limits, you can ask us to make an exception to our coverage rules. See Section 6 for more information.

DRUG UTILIZATION REVIEW

We conduct drug utilization reviews for all of our members to make sure that they are receiving safe and appropriate care. These reviews are especially important for members who have more than one doctor who prescribe their medications. We conduct drug utilization reviews each time you fill a prescription and on a regular basis by reviewing our records. During these reviews, we look for medication problems such as:

- Possible medication errors
- Duplicate drugs that are unnecessary because you are taking another drug to treat the same medical condition
- Drugs that are inappropriate because of your age or gender
- Possible harmful interactions between drugs you are taking
- Drug allergies
- Drug dosage errors

If we identify a medication problem during our drug utilization review, we will work with your doctor to correct the problem.

MEDICATION THERAPY MANAGEMENT PROGRAMS

We offer medication therapy management programs at no additional cost for members who have multiple medical conditions, who are taking many prescription drugs, or who have high drug costs. These programs were developed for us by a team of pharmacists and doctors. We use these medication therapy management programs to help us provide better coverage for our members. For example, these programs help us make sure that our members are using appropriate drugs to treat their medical conditions and help us identify possible medication errors.

We offer a medication therapy management program for members that meet specific criteria. We may contact members who qualify for these programs. If we contact you, we hope you will join so that we can help you manage your medications. Remember, you do not need to pay anything extra to participate.

If you are selected to join a medication therapy management program we will send you information about the specific program, including information about how to access the program.

How does your enrollment in this Plan affect coverage for the drugs covered under Medicare Part A or Part B?

Your enrollment in this Plan does not affect Medicare coverage for drugs covered under Medicare Part A or Part B. If you meet Medicare's coverage requirements, your drug will still be covered under Medicare Part A or Part B even though you are enrolled in this Plan. In addition, if your drug is covered by Medicare Part A or Part B, it cannot be covered by us even if you choose not to participate in Part A or Part B. Some drugs may be covered under Medicare Part B in some cases and through this plan (Medicare Part D) in other cases but never both at the same time. In general, your pharmacist or provider will determine whether to bill Medicare Part B or us for the drug in question.

See your *Medicare & You* Handbook for more information about drugs that are covered by Medicare Part A and Part B.

How much do you pay for drugs covered by this Plan?

If you qualify for extra help with your drug costs, your costs for your drugs may be different than those described below. See Section 2 "Extra Help with Drug Plan Costs for People with Limited Income and Resources" and the "Evidence of Coverage Rider for those who get extra help paying for their prescription drugs" for more information.

When you fill a prescription for a covered drug, you may pay part of the costs for your drug. The amount you pay for your drug depends on what coverage level you are in (i.e., deductible [does not apply to generics], co-payment/co-insurance level, and catastrophic level), the type of drug it is, and whether you are filling your prescription at an in-network or out-of-network pharmacy. Your drug costs for each coverage level are described below.

DEDUCTIBLE (DOES NOT APPLY TO GENERICS)

You, or others on your behalf, will pay a yearly **deductible** of \$250 (deductible does not apply to generics). This is the amount that must be paid each year before we begin paying for part of your drug costs. After you meet the deductible of \$250, you will reach the co-insurance/co-payment level.

For generic drugs you will not have to pay any deductible and will start receiving coverage immediately.

CO-PAYMENT/CO-INSURANCE LEVEL

The amount you pay when you fill a covered prescription is called the co-insurance/co-payment. Your co-insurance/co-payment will vary depending on the drug and where the prescription is filled. Once your out-of-pocket drug costs total \$3,600, you will then reach the catastrophic coverage level.

| Drug Tier | Retail Co-payment/ Co-insurance (30-day supply) | Retail Co-payment/ Co-insurance (90-day supply) | Mail-Order Co-payment/ Co-insurance (30-day supply) | Mail-Order Co-payment/ Co-insurance (90-day supply) |
|--|--|--|--|--|
| Generic drugs (Tier 1) | \$4 | \$12 | \$4 | \$4 |
| Plan-preferred brand-name drugs (Tier 2) | \$17 | \$51 | \$34 | \$34 |
| Non-preferred brand-name drugs (Tier 3) | 75% Co-insurance | 75% Co-insurance | 75% Co-insurance | 75% Co-insurance |
| Specialty drugs (Tier 5) | 25% Co-insurance | 25% Co-insurance | 25% Co-insurance | 25% Co-insurance |

CATASTROPHIC COVERAGE

All Medicare Prescription Drug Plans include catastrophic coverage for people with high drug costs. In order to qualify for catastrophic coverage, you must spend \$3,600 out of pocket for the year. When the total amount you have paid toward your deductible, co-payments, and the cost for covered Part D drugs after you reach the initial coverage limit reaches \$3,600, you will qualify for catastrophic coverage. During catastrophic coverage you will pay: the greater of \$2 for generics or preferred brand that is a multi-source drug and \$5 for all other drugs, or 5% coinsurance. We will pay the rest.

How is your out-of-pocket cost calculated?

WHAT TYPE OF PRESCRIPTION DRUG PAYMENTS COUNT TOWARD YOUR OUT-OF-POCKET COSTS?

The following types of payments for prescription drugs can count toward your out-of-pocket costs and help you qualify for catastrophic coverage so long as the drug is normally covered by a Medicare Prescription Drug Plan, on the formulary (or if you get a favorable decision on a coverage determination, exception request or appeal), and it was obtained at a network pharmacy (or you have an approved claim from an out-of-network pharmacy):

- Your annual deductible (does not apply to generics); and
- Your co-insurance or co-payments made on drugs normally covered in a Medicare Prescription Drug Plan that are:
 - Covered by the Plan;
 - Not on our Plan's formulary, but were determined to count towards your out-of-pocket costs through the coverage determination, exceptions, or appeals process; and
 - Filled at an out-of-network pharmacy in accordance with our Plan's out-of-network access rules.

When you have spent a total of \$3,600 for these items, you will reach the catastrophic coverage level. The amount you pay for your monthly premium **does not** count toward reaching the catastrophic coverage level.

Purchases that will **not** count toward your out-of-pocket costs:

- Prescription drugs purchased outside the United States and its territories; and
- Prescription drugs not covered by the Plan.

WHO CAN PAY FOR YOUR PRESCRIPTION DRUGS, AND HOW DO THESE PAYMENTS APPLY TO YOUR OUT-OF-POCKET COSTS?

Except for your premium payments, any payments you make for prescription drugs normally covered by a Medicare Prescription Drug Plan count toward your out-of-pocket costs and will help you qualify for catastrophic coverage. In addition, when the following individuals or organizations pay your prescription drug costs, these payments will count toward your out-of-pocket costs (and will help you qualify for catastrophic coverage):

- Family members or other individuals;
- Qualified State Pharmacy Assistance Programs (SPAPs);
- Medicare programs that provide extra help with prescription drug coverage; and
- Most charities or charitable organizations. Please note that if the charity is established, run or controlled by your current or former employer or union, the payments usually will not count toward your out-of-pocket costs.

Payments made by the following do **not** count toward your out-of-pocket costs:

- Payments for drug costs made by your employer on your behalf;
- Insurance Plans and government funded health programs (e.g., TRICARE, the Indian Health Service); and
- Third-party arrangements with a legal obligation to pay for prescription costs (e.g., Workers Compensation).

If you have coverage from a third party that pays a part of or all of your out-of-pocket costs, you must disclose this information to us. An example of third-party coverage would be an employer-sponsored health plan that offers prescription drug coverage.

We will be responsible for keeping track of your out-of-pocket cost amount and will let you know when you have qualified for catastrophic coverage. If you or another party on your behalf have purchased drugs outside of our plan benefit, you will be responsible for submitting appropriate documentation of such purchases to us. In addition, every month you purchase covered prescription drugs through us, you will get an Explanation of Benefits that shows your out-of-pocket cost amount to date.

Explanation of Benefits

WHAT IS THE EXPLANATION OF BENEFITS?

The Explanation of Benefits is a document you will get each month you use your prescription drug coverage. It will tell you the total amount you have spent on your prescription drugs and the total amount we have paid for your drugs.

WHAT INFORMATION IS INCLUDED IN THE EXPLANATION OF BENEFITS?

Your Explanation of Benefits will contain the following information:

- A list of prescriptions you filled during the month, as well as the amount paid for each prescription;
- Information about how to request an exception and appeal our coverage decisions;

- A description of changes to the formulary that will occur at least 60 days in the future;
- A summary of your coverage this year, including information about:
 - **Annual Deductible** (does not apply to generics)—the amount you and/or others pay before you begin the Co-payment/Co-insurance Level.
 - **Total Out-Of-Pocket Costs That Count Towards Catastrophic Coverage**—The total amount you and/or others have spent on prescription drugs that count towards you qualifying for catastrophic coverage. This total includes the amounts spent for your deductible, co-payments and co-insurance, and payments made on covered Part D drugs after you reach the initial coverage limit. (This amount does not include payments made by your current or former employer, another insurance plan or policy, government funded health program or other excluded parties.)

WHEN WILL YOU GET YOUR EXPLANATION OF BENEFITS?

You will get your Explanation of Benefits in the mail each month that you use the benefits provided by us.

WHAT SHOULD YOU DO IF YOU DID NOT GET AN EXPLANATION OF BENEFITS OR IF YOU WISH TO REQUEST ONE?

An Explanation of Benefits is also available upon request. To get a copy, please contact Customer Service.

How does your prescription drug coverage work if you go to a hospital or skilled nursing facility?

If you are admitted to a hospital for a Medicare-covered stay: Medicare Part A will cover the cost of your prescription drugs while you are in the hospital. Once you are released from the hospital, we will cover your prescription drugs as long as they are not covered by Medicare Part A or Part B, are part of the formulary and are purchased at one of our network pharmacies. We will also cover your prescription drugs if they are approved under the coverage determination, exceptions, or appeals process.

If you are admitted to a skilled nursing facility for a Medicare-covered stay: After Medicare Part A stops paying for your prescription drug costs, we will cover your prescriptions as long as the skilled nursing facility's pharmacy is in our pharmacy network and the drug is not covered by Medicare Part B coverage. We will also cover your prescription drugs if they are approved under the coverage determination, exceptions, or appeals process. When you enter, live in, or leave a skilled nursing facility you are entitled to a special enrollment period, during which time you will be able to leave this Plan and join a new Medicare Prescription Drug Plan. Please see Section 7 of this document for more information about leaving this Plan and joining a new Medicare Prescription Drug Plan.

Section 5 If You Have Other Prescription Drug Coverage

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| If you are enrolled in a non-Medicare approved drug discount card program | 31 |

We will send you a Medicare Questionnaire so that we can know what other drug coverage you have in addition to the coverage you get through this plan. CMS requires us to collect this information from you, so when you get the survey, please fill it out and send it to us. The information you provide helps us calculate how much you and others have paid for your drugs. In addition, if you lose or get additional prescription drug coverage, please call Customer Service to update your membership records.

If you have Medicare and Medicaid

Beginning January 1, 2006, your prescription drug coverage will change. Medicare, not Medicaid, will pay for most of your prescription drugs. You will continue to get your health coverage under both Medicare and Medicaid.

If you are a member of a State Pharmacy Assistance Program (SPAP)

If you are currently enrolled in a SPAP, you may get help paying your premiums, deductibles, or co-payments. Please contact your SPAP to determine what benefits are available to you. Please see the Introduction for more information.

If you have a Medigap policy with prescription drug coverage

If you currently have a Medicare Supplement (Medigap) policy **that includes coverage for prescription drugs**, you must contact your Medigap issuer and tell them you have enrolled in our Plan. If you decide to keep your current Medigap policy, your Medigap issuer will remove the prescription drug coverage portion of your policy and adjust your premium. In addition, under certain circumstances, you may be able to purchase a different Medigap policy from the same company. Your Medigap issuer cannot charge you more based on any past or present health problems.

In the fall of 2005, your Medigap issuer sent a letter explaining your options and how the removal of drug coverage from your Medigap policy will affect your premiums. If you did not get this letter, please contact your Medigap issuer.

If you are enrolled in a non-Medicare approved drug discount card program

If you are a member of a drug discount card program that is not Medicare approved, please contact your drug card issuer to determine what benefits are available to you. Any amount you pay while using a discount card for drugs normally covered by Medicare Prescription Drug Plans and covered by us can count towards your out-of-pocket expenses. You will need to submit a paper claim for us to count this amount toward your out-of-pocket expenses. (See Section 1 for more information about submitting paper claims.)

Section 6 Appeals and grievances: what to do if you have complaints

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What to do if you have complaints

INTRODUCTION

We encourage you to let us know right away if you have questions, concerns, or problems related to your prescription drug coverage. Please call our Customer Service numbers listed on the cover.

This section gives the rules for making complaints in different types of situations. Federal law guarantees your right to make complaints if you have concerns or problems with any part of your care as a plan member. The Medicare program has helped set the rules about what you need to do to make a complaint, and what we are required to do when someone makes a complaint. If you make a complaint, we must be fair in how we handle it. You cannot be disenrolled from this Plan or penalized in any way if you make a complaint.

A complaint will be handled as a grievance, coverage determination, or an appeal, depending on the subject of the complaint. The following section briefly discusses grievances, coverage determinations, and appeals.

WHAT IS A GRIEVANCE?

A grievance is any complaint other than one that involves a coverage determination. You would file a grievance if you have any type of problem with us or one of our network pharmacies that does not relate to coverage for a prescription drug. For example, you would file a grievance if you have a problem with things such as waiting times when you fill a prescription, the way your network pharmacist or others behave, being able to reach someone by phone or get the information you need, or the cleanliness or condition of a network pharmacy.

WHAT IS A COVERAGE DETERMINATION?

Whenever you ask for a Part D prescription drug benefit, the first step is called “requesting a coverage determination.” When we make a coverage determination, we are making a decision whether or not to provide or pay for a Part D drug and what your share of the cost is for the drug. Coverage determinations include exception requests. You have the right to ask us for an “exception” if you believe you need a drug that is not on our list of covered drugs (formulary) or believe you should get a drug at a lower co-payment. If you request an exception, your doctor must provide a statement to support your request.

You must contact us if you would like to request a coverage determination (including an exception). You cannot request an appeal if we have not issued a coverage determination.

WHAT IS AN APPEAL?

An appeal is any of the procedures that deal with the review of an unfavorable coverage determination. You would file an appeal if you want us to reconsider and change a decision we have made about what Part D prescription drug benefits are covered for you or what we will pay for a prescription drug.

HOW TO FILE A GRIEVANCE

This part of Section 6 explains how to file a grievance. A grievance is different from a request for a coverage determination because it usually will not involve coverage or payment for Part D prescription drug benefits (concerns about our failure to cover or pay for a certain drug should be addressed through the coverage determination process discussed below).

What types of problems might lead to you filing a grievance?

- You feel that you are being encouraged to leave (disenroll from) our Plan.
- Problems with the customer service you receive.
- Problems with how long you have to spend waiting on the phone or in the pharmacy.
- Disrespectful or rude behavior by pharmacists or other staff.
- Cleanliness or condition of pharmacy.
- If you disagree with our decision not to expedite your request for an expedited coverage determination or redetermination.
- You believe our notices and other written materials are difficult to understand.
- Failure to give you a decision within the required timeframe.
- Failure to forward your case to the independent review entity if we do not give you a decision within the required timeframe.
- Failure by the plan sponsor to provide required notices.
- Failure to provide required notices that comply with CMS standards.

In certain cases, you have the right to ask for a “fast grievance,” meaning your grievance will be decided within 24 hours. We discuss these fast-track grievances in more detail below.

If you have a grievance, we encourage you to first call Customer Service at the number listed on the cover. We will try to resolve any complaint that you might have over the phone. If you request a written response to your phone complaint, we will respond in writing to you. If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. We call this “YOURx PLAN Complaints and Grievances.” YOURx PLAN Complaints and Grievances addresses concerns about the service you have received. For example, you may file a service grievance if you are dissatisfied about the way a staff person has handled your particular issue or with the care you received from your pharmacy. (Please note that if you have a concern about a medication that is not covered or a coverage decision, you should follow the instructions for requesting a coverage determination. See Section titled “Detailed information about how to request a coverage determination and an appeal.”) If you prefer to state your grievance in writing, please send a grievance form or a letter with as much detail as possible to: YOURx PLAN, Medco Health Solutions, Inc., P.O. Box 639405, Irving, TX 75063, ATTN: Service Grievance Resolution Team. We will generally respond to your grievance within 20 days. We must notify you of our decision about your grievance as quickly as your case requires based on your health status, but no later than 30 calendar days after receiving your complaint. We may extend the timeframe by up to 14 calendar days if you request the extension, or if we justify a need for additional information and the delay is in your best interest.

FOR QUALITY OF CARE COMPLAINTS, YOU MAY ALSO COMPLAIN TO THE QUALITY IMPROVEMENT ORGANIZATION (QIO)

Complaints concerning the quality of care received under Medicare may be acted upon by the Medicare prescription drug plan under the grievance process, by an independent organization called the QIO, or by both. For example, if an enrollee believes his/her pharmacist provided the incorrect dose of a prescription, the enrollee may file a complaint with the QIO in addition to or in lieu of a complaint filed under the Part D plan's grievance process. For any complaint filed with the QIO, the Part D plan must cooperate with the QIO in resolving the complaint.

HOW TO FILE A QUALITY OF CARE COMPLAINT WITH THE QIO

Quality of care complaints filed with the QIO must be made in writing. An enrollee who files a quality of care grievance with a QIO is not required to file the grievance within a specific time period. See the Introduction for more information about how to file a quality of care complaint with the QIO.

HOW TO REQUEST A COVERAGE DETERMINATION

This part of Section 6 explains what you can do if you have problems getting the prescription drugs you believe we should provide and you want to request a coverage determination. We use the word “provide” in a general way to include such things as authorizing prescription drugs, paying for prescription drugs, or continuing to provide a Part D prescription drug that you have been getting.

If your doctor or pharmacist tells you that we will not cover a prescription drug, you should contact us and ask for a coverage determination. The following are examples of when you may want to ask us for a coverage determination:

- If you are not getting a prescription drug that you believe may be covered by us.
- If you have received a Part D prescription drug you believe may be covered by us while you were a member, but we have refused to pay for the drug.
- If we will not provide or pay for a Part D prescription drug that your doctor has prescribed for you because it is not on our list of covered drugs (called a “formulary”). You can request an exception to our formulary.
- If you disagree with the amount that we require you to pay for a Part D prescription drug that your doctor has prescribed for you. You can request an exception to the co-payment we require you to pay for a drug.
- If you are being told that coverage for a Part D prescription drug that you have been getting will be reduced or stopped.
- If there is a limit on the quantity (or dose) of the drug and you disagree with the requirement or dosage limitation.
- If there is a requirement that you try another drug before we will pay for the drug you are requesting.
- You bought a drug at a pharmacy that is not in our network and you want to request reimbursement for the expense.

The process for requesting a coverage determination is discussed in greater detail below in the section titled “Detailed information about how to request a coverage determination and an appeal.”

HOW TO REQUEST AN APPEAL

This part of Section 6 explains what you can do if you disagree with our coverage determination.

If you are unhappy with the coverage determination, you can ask for an appeal. The first level of appeal is called a redetermination. There are also four other levels of appeal that an enrollee may request.

WHAT KINDS OF DECISIONS CAN BE APPEALED?

- You can generally appeal our decision not to cover a drug, vaccine, or other Part D benefit. You may also appeal our decision not to reimburse you for a Part D drug that you paid for. You can also appeal if you think we should have reimbursed you more than you received or if you are asked to pay a different cost-sharing amount than you think you are required to pay for a prescription.

Finally, if we deny your exception request, you can appeal. A coverage determination, which includes those described in the section titled “Detailed information about how to request a coverage determination and an appeal,” may be appealed if you disagree with our decision.

- **Note:** If we approve your exception request for a non-formulary drug, you cannot request an exception to the co-payment we require you to pay for the drug.

HOW DOES THE APPEALS PROCESS WORK?

There are five levels to the appeals process. Here are a few things to keep in mind as you read the description of these steps in the appeals process:

- **Moving from one level to the next.** At each level, your request for Part D benefits or payment is considered and a decision is made. The decision may be partly or completely in your favor (giving you some or all of what you have asked for), or it may be completely denied (turned down). If you are unhappy with the decision, there may be another step you can take to get further review of your request. Whether you are able to take the next step may depend on the dollar value of the requested drug or on other factors.
- **Who makes the decision at each level.** You make your request for coverage or payment of a Part D prescription drug directly to us. We review this request and make a coverage determination. If our coverage determination is to deny your request (in whole or in part), you can go on to the first level of appeal by asking us to review our coverage determination. If you are still dissatisfied with the outcome, you can ask for further review. If you ask for further review, your appeal is then sent outside of this Plan, where people who are not connected to us conduct the review and make the decision. After the first level of appeal, all subsequent levels of appeal will be decided by someone who is connected to the Medicare program or the Federal court system. This will help ensure a fair, impartial decision.

Each appeal level is discussed in greater detail below in the section titled “Detailed information about how to request a coverage determination and an appeal.”

Detailed information about how to request a coverage determination and an appeal

WHAT IS THE PURPOSE OF THIS SECTION?

The purpose of this section is to give you more information about how to request a coverage determination or appeal a decision by us not to cover or pay for all or part of a drug, vaccine, or other Part D benefit.

Coverage Determinations: Our Plan makes a coverage determination about your Part D prescription drug or about paying for a Part D drug you have already received.

WHAT IS A COVERAGE DETERMINATION?

The coverage determination made by our Plan is the starting point for dealing with requests you may have about covering or paying for a Part D prescription drug. If your doctor or pharmacist tells you that a certain prescription drug is not covered you should contact our Plan and ask us for a coverage determination. With this decision, we explain whether we will provide the prescription drug you are requesting or pay for a drug you have already received. If we deny your request (this is sometimes

called an “adverse coverage determination”), you can “appeal” our decision by going on to Appeal Level 1 (see below). If we fail to make a timely coverage determination on your request, it will be automatically forwarded to the independent review entity for review (see Appeal Level 2 below).

The following are examples of coverage determinations:

- You ask us to pay for a drug you have already received. This is a request for a coverage determination about payment. You can call Customer Service to get help in making this request.
- You ask for a Part D drug that is not on your plan's list of covered drugs (called a “formulary”). This is a request for a “formulary exception.” You can refer to our Customer Service to ask for this type of decision.
- You ask for an exception to our plan’s utilization management tools. Requesting an exception to a utilization management tool is a type of formulary exception. You can call Customer Service to ask for this type of decision.
- You ask for a non-preferred Part D drug at the preferred cost-sharing level. This is a request for a “tiering exception.” You can refer to our Customer Service to ask for this type of decision.
- You ask that we reimburse you for a purchase you made from an out-of-network pharmacy. In certain circumstances, out-of-network purchases, including drugs provided to you in a doctor’s office, will be covered by the plan. See Section 1 for a description of these circumstances. You can refer to our Customer Service to make a request for payment or coverage for drugs provided by an out-of-network pharmacy or in a doctor’s office.

When we make a coverage determination, we are giving our interpretation of how the Part D prescription drug benefits that are covered for members of our Plan apply to your specific situation. This document and any amendments you may receive describe the Part D prescription drug benefits covered by our Plan, including any limitations that may apply to these benefits. This booklet also lists exclusions (benefits that are “not covered” by our Plan).

WHO MAY ASK FOR A COVERAGE DETERMINATION?

You can ask us for a coverage determination yourself, or your prescribing doctor or someone you name may do it for you. The person you name would be your *appointed representative*. You can name a relative, friend, advocate, doctor, or anyone else to act for you. Some other persons may already be authorized under State law to act for you. If you want someone to act for you, then you and that person must sign and date a statement that gives the person legal permission to act as your appointed representative. This statement must be sent to us at Medco Health Solutions, Inc., 8111 Royal Ridge Parkway, Irving, TX 75063, ATTN: Medicare Administrative Review. You can call Customer Service to learn how to name your appointed representative.

You also have the right to have an attorney ask for a coverage determination on your behalf. You can contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify.

Asking for a “Standard” or “Fast” Coverage Determination

DO YOU HAVE A REQUEST FOR A PART D PRESCRIPTION DRUG THAT NEEDS TO BE DECIDED MORE QUICKLY THAN THE STANDARD TIMEFRAME?

A decision about whether we will cover a Part D prescription drug can be a “standard” coverage determination that is made within the standard timeframe (typically within 72 hours; see below) or

it can be a “fast” coverage determination that is made more quickly (typically within 24 hours; see below). A fast decision is sometimes called an “expedited coverage determination.”

You can ask for a fast decision **only** if you or your doctor believes that waiting for a standard decision could seriously harm your health or your ability to function. (Fast decisions apply only to requests for Part D drugs that you have not received yet. You cannot get a fast decision if you are requesting payment for a Part D drug that you already received.)

ASKING FOR A STANDARD DECISION

To ask for a standard decision, you, your doctor, or your appointed representative should refer to our Customer Service numbers listed on the cover and in the Introduction section for assistance. Or, you can deliver a written request to Medco Health Solutions, Inc., 8111 Royal Ridge Parkway, Irving, TX 75063, ATTN: Medicare Administrative Review, or fax it to 1-888-235-8551.

Our normal business hours are from 8:00 a.m. to 9:00 p.m., eastern time, Monday through Friday. If you are requesting a decision outside of normal business hours, be sure to call (not fax) us at 1-800-753-2851, and listen to the recording for further directions.

ASKING FOR A FAST DECISION

You, your doctor, or your appointed representative can ask us to give a fast decision (rather than a standard decision) by calling our Customer Service numbers listed on the cover and in the Introduction section. Or, you can deliver a written request to Medco Health Solutions, Inc., 8111 Royal Ridge Parkway, Irving, TX 75063, ATTN: Medicare Administrative Review, or fax it to 1-888-235-8551. Our normal business hours are from 8:00 a.m. to 9:00 p.m., eastern time, Monday through Friday. If you are requesting a fast decision outside of normal business hours, be sure to call (not fax) us at 1-800-753-2851 and listen to the recording for further directions. Be sure to ask for a “fast,” “expedited,” or “24-hour” review.

- If your doctor asks for a fast decision for you, or supports you in asking for one, and the doctor indicates that waiting for a standard decision could seriously harm your health or your ability to function, we will automatically give you a fast decision.
- If you ask for a fast coverage determination without support from a doctor, we will decide if your health requires a fast decision. If we decide that your medical condition does not meet the requirements for a fast coverage determination, we will send you a letter informing you that if you get a doctor’s support for a fast review, we will automatically give you a fast decision. The letter will also tell you how to file a “grievance” if you disagree with our decision to deny your request for a fast review. If we deny your request for a fast coverage determination, we will give you our decision within the 72-hour standard timeframe.

WHAT HAPPENS WHEN YOU REQUEST A COVERAGE DETERMINATION?

What happens, including how soon we must decide, depends on the type of decision.

1. *For a standard coverage determination about a Part D drug, which includes a request about payment for a Part D drug that you already received.*

Generally, we must give you our decision no later than 72 hours after we have received your request, but we will make it sooner if your health condition requires. However, if your request involves a request for an exception (including a formulary exception, tiering exception, or an exception from utilization management rules — such as dosage or quantity limits or step therapy requirements), we must make our decision no later than 72 hours after we have received your

doctor's "supporting statement," which explains why the drug you are asking for is medically necessary. **If you are requesting an exception, you should submit your prescribing doctor's supporting statement with the request, if possible.**

We will give you a decision in writing about the prescription drug you have requested. You will get this notification when we make our decision under the timeframe explained above. If we do not approve your request, we must explain why, and tell you of your right to appeal our decision. The section "Appeal Level 1" explains how to file this appeal.

If we have not given you an answer within 72 hours after receiving your request, your request will automatically go to Appeal Level 2, where an independent organization will review your case.

2. For a fast coverage determination about a Part D drug that you have not received.

If you get a fast review, we will give you our decision within 24 hours after you or your doctor asks for a fast review—sooner if your health requires. If your request involves a request for an exception, we must make our decision no later than 24 hours after we get your doctor's "supporting statement," which explains why the non-formulary or non-preferred drug you are asking for is medically necessary.

We will give you a decision in writing about the prescription drug you have requested. You will get this notification when we make our decision, under the timeframe explained above. If we do not approve your request, we must explain why, and tell you of your right to appeal our decision. The section "Appeal Level 1" explains how to file this appeal.

If we decide you are eligible for a fast review, and we have not responded to you within 24 hours after receiving your request, your request will automatically go to Appeal Level 2, where an independent organization will review your case.

If we do not grant your or your doctor's request for a fast review, we will give you our decision within the standard 72-hour timeframe discussed above. If we tell you about our decision not to provide a fast review by phone, we will send you a letter explaining our decision within three calendar days after we call you. The letter will also tell you how to file a "grievance" if you disagree with our decision to deny your request for a fast review, and will explain that we will automatically give you a fast decision if you get a doctor's support for a fast review.

WHAT HAPPENS IF WE DECIDE COMPLETELY IN YOUR FAVOR?

If we make a coverage determination that is completely in your favor, what happens next depends on the situation.

1. For a standard decision about a Part D drug, which includes a request about payment for a Part D drug that you already received.

We must authorize or provide the benefit you have requested as quickly as your health requires, but no later than 72 hours after we received the request. If your request involves a request for an exception, we must authorize or provide the benefit no later than 72 hours after we get your doctor's "supporting statement." If you are requesting reimbursement for a drug that you already paid for and received, we must send payment to you no later than 30 calendar days after we get the request.

2. For a fast decision about a Part D drug that you have not received.

We must authorize or provide you with the benefit you have requested no later than 24 hours of receiving your request. If your request involves a request for an exception, we must authorize or provide the benefit no later than 24 hours after we get your doctor's "supporting statement."

WHAT HAPPENS IF WE DENY YOUR REQUEST?

If we deny your request, we will send you a written decision explaining the reason why your request was denied. We may decide *completely* or only *partly* against you. For example, if we deny your request for payment for a Part D drug that you have already received, we may say that we will pay nothing or only part of the amount you requested. If a coverage determination does not give you *all* that you requested, you have the right to appeal the decision. (See Appeal Level 1.)

Appeal Level 1: If we deny all or part of your request in our coverage determination, you may ask us to reconsider our decision. This is called an “appeal” or “request for redetermination.”

Please call Customer Service if you need help with filing your appeal. You may ask us to reconsider our coverage determination, even if only part of our decision is not what you requested. When we get your request to reconsider the coverage determination, we give the request to people at our organization who were not involved in making the coverage determination. This helps ensure that we will give your request a fresh look.

How you make your appeal depends on whether you are requesting reimbursement for a Part D drug you already received and paid for, or authorization of a Part D benefit (that is, a Part D drug that you have not yet received). If your appeal concerns a decision we made about authorizing a Part D benefit that you have not received yet, then you and/or your doctor will first need to decide whether you need a fast appeal. The procedures for deciding on a standard or a fast *appeal* are the same as those described for a standard or fast *coverage determination*. Please see the discussion under “Do you have a request for a Part D prescription drug that needs to be decided more quickly than the standard timeframe?” and “Asking for a fast decision.”

GETTING INFORMATION TO SUPPORT YOUR APPEAL

We must gather all the information we need to make a decision about your appeal. If we need your assistance in gathering this information, we will contact you. You have the right to get and include additional information as part of your appeal. For example, you may already have documents related to your request, or you may want to get your doctor’s records or opinion to help support your request. You may need to give the doctor a written request to get information.

You can give us your additional information in any of the following ways:

- In writing Medco Health Solutions, Inc., 8111 Royal Ridge Parkway, Irving, TX 75063, ATTN: Medicare Clinical Appeals.
- By fax, at 1-888-235-8551.
- By telephone—if it is a fast appeal—at 1-800-753-2851.
- In person, at Medco Health Solutions, Inc., 8111 Royal Ridge Parkway, Irving, TX 75063.

You also have the right to ask us for a copy of information regarding your appeal. You can call 1-800-753-2851 or write us at Medco Health Solutions, Inc., 8111 Royal Ridge Parkway, Irving, TX 75063, ATTN: Medicare Clinical Appeals.

WHO MAY FILE YOUR APPEAL OF THE COVERAGE DETERMINATION?

The rules about who may file an appeal are almost the same as the rules about who may ask for a coverage determination. For a standard request, you or your appointed representative may file the request. A fast appeal may be filed by you, your appointed representative, or your prescribing doctor.

HOW SOON MUST YOU FILE YOUR APPEAL?

You need to file your appeal within 60 calendar days from the date included on the notice of our coverage determination. We can give you more time if you have a good reason for missing the deadline.

To file a standard appeal, you can send the appeal to us in writing at Medco Health Solutions, Inc., 8111 Royal Ridge Parkway, Irving, TX 75063, ATTN: Medicare Clinical Appeals.

WHAT IF YOU WANT A FAST APPEAL?

The rules about asking for a fast appeal are the same as the rules about asking for a fast coverage determination. You, your doctor, or your appointed representative can ask us to give a fast appeal (rather than a standard appeal) by calling our Customer Service numbers listed on the cover and in the Introduction section. Or you can deliver a written request to Medco Health Solutions, Inc., 8111 Royal Ridge Parkway, Irving, TX 75063, ATTN: Medicare Clinical Appeals, or fax it to 1-888-235-8551. Our normal business hours are from 8:00 a.m. to 9:00 p.m. eastern time, Monday through Friday. If you are requesting a fast decision outside of normal business hours, be sure to call (not fax) us at 1-800-753-2851 and listen to the recording for further directions. Be sure to ask for a “fast,” “expedited,” or “72-hour” review. Remember, that if your prescribing doctor provides a written or oral supporting statement explaining that you need the fast appeal, we will automatically treat you as eligible for a fast appeal.

HOW SOON MUST WE DECIDE ON YOUR APPEAL?

How quickly we decide on your appeal depends on the type of appeal:

1. *For a standard decision about a Part D drug, which includes a request for reimbursement for a Part D drug you already paid for and received.*

After we get your appeal, we have up to 7 calendar days to give you a decision but will make it sooner if your health condition requires us to. If we do not give you our decision within 7 calendar days, your request will automatically go to the second level of appeal, where an independent organization will review your case.

2. *For a fast decision about a Part D drug that you have not received.*

After we get your appeal, we have up to 72 hours to give you a decision, but will make it sooner if your health requires us to. If we do not give you our decision within 72 hours, your request will automatically go to Appeal Level 2, where an independent organization will review your case.

WHAT HAPPENS NEXT IF WE DECIDE COMPLETELY IN YOUR FAVOR?

1. *For a decision about reimbursement for a Part D drug you already paid for and received.*

We must send payment to you no later than 30 calendar days after we get your request to reconsider our coverage determination.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for as quickly as your health requires, but no later than 7 calendar days after we get your appeal.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours of receiving your appeal—or sooner, if your health would be affected by waiting this long.

WHAT HAPPENS NEXT IF WE DENY YOUR APPEAL?

If we deny any part of your appeal, you or your appointed representative has the right to ask an independent organization to review your case. This independent review organization contracts with the Federal government and is not part of our Plan.

Appeal Level 2: If we deny any part of your first appeal, you may ask for a review by a government-contracted independent review organization.

WHAT INDEPENDENT REVIEW ORGANIZATION DOES THIS REVIEW?

At the second level of appeal, your appeal is reviewed by an outside, independent review organization that has a contract with the Centers for Medicare & Medicaid Services (CMS), the government agency that runs the Medicare program. The independent review organization has no connection to us. You have the right to ask us for a copy of your case file that we sent to this organization.

HOW SOON MUST YOU FILE YOUR APPEAL?

You or your appointed representative must make a request for review by the independent review organization in writing within 60 calendar days after the date you were notified of the decision on your first appeal. You must send your written request to the Independent Review Organization whose name and address are included in the redetermination notice you get from us.

WHAT IF YOU WANT A FAST APPEAL?

The rules about asking for a fast appeal are the same as the rules about asking for a fast coverage determination, except your prescribing doctor cannot file the request for you—only you or your appointed representative may file the request. If you want to ask for a fast appeal, please follow the instructions under “Asking for a fast decision.” Remember that if your prescribing doctor provides a written or oral supporting statement explaining that you need the fast appeal, the IRE will automatically treat you as eligible for a fast appeal.

HOW SOON MUST THE INDEPENDENT REVIEW ORGANIZATION DECIDE?

After the independent review organization gets your appeal, how long the organization can take to make a decision depends on the type of appeal:

1. For a standard request about a Part D drug, which includes a request about reimbursement for a Part D drug that you already paid for and received, the independent review organization has up to 7 calendar days from the date it gets your request to give you a decision.
2. For a fast decision about a Part D drug that you have not received, the independent review organization has up to 72 hours from the time it gets the request to give you a decision.

IF THE INDEPENDENT REVIEW ORGANIZATION DECIDES COMPLETELY IN YOUR FAVOR:

The independent review organization will tell you in writing about its decision and the reasons for it. What happens next depends on the type of appeal:

1. *For a decision about reimbursement for a Part D drug you already paid for and received.*

We must pay within 30 calendar days from the date we get notice reversing our coverage determination. We will also send the independent review organization a notice that we have abided by their decision.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours from the date we get notice reversing our coverage determination. We will also send the independent review organization a notice that we have abided by their decision.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 24 hours from the date we get notice reversing our coverage determination. We will also send the independent review organization a notice that we have abided by their decision.

WHAT HAPPENS NEXT IF THE REVIEW ORGANIZATION DECIDES AGAINST YOU (EITHER PARTLY OR COMPLETELY)?

The independent review organization will tell you in writing about its decision and the reasons for it. You or your appointed representative may continue your appeal by asking for a review by an Administrative Law Judge (see Appeal Level 3), provided that the dollar value of the contested Part D benefit is \$110 or more.

Appeal Level 3: If the organization that reviews your case in Appeal Level 2 does not rule completely in your favor, you may ask for a review by an Administrative Law Judge.

As stated above, if the independent review organization does not rule completely in your favor, you or your appointed representative may ask for a review by an Administrative Law Judge. You must make a request for review by an Administrative Law Judge in writing within 60 calendar days after the date of the decision made at Appeal Level 2. You may request that the Administrative Law Judge extend this deadline for good cause. You must send your written request to include instructions about where and how to file appeal requests with the ALJ Field Office.

During the Administrative Law Judge review, you may present evidence, review the record (by either receiving a copy of the file or getting the file in person when feasible), and be represented by counsel. The Administrative Law Judge will not review your appeal if the dollar value of the requested Part D benefit is less than \$110. If the dollar value is less than \$110, you may not appeal any further.

HOW IS THE DOLLAR VALUE (THE “AMOUNT REMAINING IN CONTROVERSY”) CALCULATED?

If we have refused to provide Part D prescription drug benefits, the dollar value for requesting an Administrative Law Judge hearing is based on the projected value of those benefits. The projected value includes any costs you could incur based on the number of refills prescribed for the requested drug during the plan year. Projected value includes your co-payments, all costs incurred after your costs exceed the initial coverage limit, and costs paid by other entities.

You may also combine multiple Part D claims to meet the dollar value if:

1. The claims involve the delivery of Part D prescription drugs to you;
2. All of the claims have received a determination by the independent review organization as described in Appeal Level 2;
3. Each of the combined requests for review are filed in writing within 60 calendar days after the date that each decision was made at Appeal Level 2; and
4. Your hearing request identifies all of the claims to be heard by the Administrative Law Judge.

HOW SOON DOES THE JUDGE MAKE A DECISION?

The Administrative Law Judge will hear your case, weigh all of the evidence up to this point, and make a decision as soon as possible.

IF THE JUDGE DECIDES IN YOUR FAVOR:

The Administrative Law Judge will tell you in writing about his or her decision and the reasons for it. What happens next depends on the type of appeal:

1. *For a decision about payment for a Part D drug you already received.*

We must send payment to you no later than 30 calendar days from the date we get notice reversing our coverage determination.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours from the date we get notice reversing our coverage determination.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 24 hours from the date we get notice reversing our coverage determination.

IF THE JUDGE RULES AGAINST YOU:

You have the right to appeal this decision by asking for a review by the Medicare Appeals Council (Appeal Level 4). The letter you get from the Administrative Law Judge will tell you how to request this review.

Appeal Level 4: Your case may be reviewed by the Medicare Appeals Council

The Medicare Appeals Council will first decide whether to review your case. There is no minimum dollar value for the Medicare Appeals Council to hear your case. If you got a denial at Appeal Level 3, you or your appointed representative can request review by filing a written request with the Council.

The Medicare Appeals Council does not review every case. When it gets your case, it will first decide whether to review your case. If they decide not to review your case, then you may request a review by a Federal Court Judge (see Appeal Level 5). The Medicare Appeals Council will issue a written notice advising you of any action taken with respect to your request for review. The notice will tell you how to request a review by a Federal Court Judge.

HOW SOON WILL THE COUNCIL MAKE A DECISION?

If the Medicare Appeals Council reviews your case, they will make their decision as soon as possible.

IF THE COUNCIL DECIDES IN YOUR FAVOR:

The Medicare Appeals Council will tell you in writing about its decision and the reasons for it. What happens next depends on the type of appeal:

1. *For a decision about payment for a Part D drug you already received.*

We must send payment to you no later than 30 calendar days from the date we get notice reversing our coverage determination.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours from the date we get notice reversing our coverage determination.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 24 hours from the date we get notice reversing our coverage determination.

IF THE COUNCIL DECIDES AGAINST YOU:

If the amount involved is \$1,090 or more, you have the right to continue your appeal by asking a Federal Court Judge to review the case (Appeal Level 5). The letter you get from the Medicare Appeals Council will tell you how to request this review. If the value is less than \$1,090, the Council's decision is final and you may not take the appeal any further.

Appeal Level 5: Your case may go to a Federal Court

In order to request judicial review of your case, you must file a civil action in a United States district court. The letter you get from the Medicare Appeals Council in Appeal Level 4 will tell you how to request this review. The Federal Court Judge will first decide whether to review your case.

If the contested amount is \$1,090 or more, you may ask a Federal Court Judge to review the case.

HOW SOON WILL THE JUDGE MAKE A DECISION?

The Federal judiciary is in control of the timing of any decision.

IF THE JUDGE DECIDES IN YOUR FAVOR:

Once we get notice of a judicial decision in your favor, what happens next depends on the type of appeal:

1. *For a decision about payment for a Part D drug you already received.*

We must send payment to you within 30 calendar days from the date we get notice reversing our coverage determination.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours from the date we get notice reversing our coverage determination.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 24 hours from the date we get notice reversing our coverage determination.

IF THE JUDGE DECIDES AGAINST YOU:

The Judge's decision is final and you may not take the appeal any further.

Section 7 Leaving this Plan and Your Choices for Continuing Prescription Drug Coverage after You Leave

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What is “disenrollment”?

“Disenrollment” from our Plan means ending your membership with us. **Disenrollment can be voluntary (your own choice) or, in limited circumstances, involuntary (not your own choice):**

- You might leave our Plan because you have decided that you *want* to leave. You can decide to leave for any reason during specified times (See “When can you disenroll/switch Medicare Prescription Drug Plans?” below).
- There are also a few situations where you would be *required* to leave. We are not allowed to ask you to leave our Plan because of your health.

Whether leaving our Plan is your choice or not, this section explains your prescription drug coverage choices after you leave and the rules that apply.

Until your prescription drug coverage with our Plan ends, use our network pharmacies to fill your Rx

If you leave our Plan, it takes some time for your prescription drug coverage to end and your new prescription drug coverage to begin (we discuss when the change takes effect later in this section). You can choose to disenroll from your current plan from November 15 through December 31 of every year; you are able to choose another Prescription Drug Plan during this time. Enrollment is generally for the calendar year. In certain cases, such as if you move or enter a nursing home, you can disenroll from your plan at other times. After you request to disenroll, your plan will let you know, in writing, the date your coverage ends. If you don't get a letter, call the plan and ask for the date.

If you disenroll from YOURx PLAN, brought to you by Medco and the Commonwealth of Virginia Retiree Health Benefits Program, you can not re-enroll. If you disenroll after May 15, CMS may not allow you to enroll in another Prescription Drug Plan. Please be sure to check with Medicare on re-enrollment limitations.

While you are waiting for your membership to end, you are still a member and must continue to get your prescription drugs as usual through our Plan's network pharmacies. In most cases, your prescriptions are covered only if they are filled at a network pharmacy or through our mail-order pharmacy service, are listed on our formulary, and you follow other coverage rules.

If you have any questions about your prescription drug coverage with our Plan, please refer to our Customer Service numbers listed on the cover and in the Introduction section.

What are your options for getting Rx drug coverage if you leave our Plan during the annual coordinated election period?

If you leave our Plan, one choice for getting prescription drug coverage is to join another Medicare Prescription Drug Plan. You also have the choice of joining a Medicare Advantage Plan or a Medicare Cost Plan with prescription drug coverage *if* this type of plan is available in your area, they are accepting new members, and you meet the eligibility requirements of the plan.

Medicare Prescription Drug Plan. You may choose to join another Prescription Drug Plan that adds prescription drug benefits to your regular Medicare coverage. To enroll in another Prescription Drug Plan in your area, you must be entitled to Medicare benefits under Part A and/or currently enrolled in Part B, and reside in the service area of the Prescription Drug Plan. Refer to the next section, "When can you disenroll/switch Medicare Prescription Drug Plans?" for information on when you can make this change.

Medicare Advantage Prescription Drug Plan (MA-PD) or Medicare Cost Plan with Prescription Drug Coverage. If you choose to join a Medicare Advantage Plan that offers prescription drug coverage, then you must get your Medicare prescription drug coverage through that Medicare Advantage Plan. If you choose to join a Medicare Cost Plan that offers prescription drug coverage, you can get your drug coverage either from the Cost Plan or by joining a separate Medicare Prescription Drug Plan. For more information on joining a Medicare Advantage Plan or a Medicare Cost Plan in your area, please contact 1-800-MEDICARE (TTY/TDD users call 1-877-486-2048) or visit www.medicare.gov. Refer to the next section, "When can you disenroll/switch Medicare Prescription Drug Plans?" for information on when you can make this change. You should contact the new plan that you are interested in for information on how and when you are able to join it.

You may also be able to get back the prescription drug coverage you had before you enrolled in our

Plan. Please contact your previous Prescription Drug Plan for more information.

Note: If you disenroll from our Plan and do not enroll in another Medicare Prescription Drug Plan, or have other prescription drug coverage that is at least as good as Medicare prescription drug coverage, you may have to pay a penalty if you enroll in a Medicare Prescription Drug Plan at a later date. Refer to Section 3 for more information on the penalty.

When can you disenroll/switch Medicare Prescription Drug Plans?

In general, you may only disenroll or switch Prescription Drug Plans every year during the Annual Coordinated Enrollment Period (see below) or under certain special circumstances. You can switch your Prescription Drug Plan during the following periods:

If you have a Medigap (Medicare Supplement) policy with prescription drug coverage, you should have received a letter in the fall of 2005 from your Medigap issuer explaining your options and explaining how the removal of drug coverage from your Medigap plan will affect your premiums. If you enroll in a Prescription Drug Plan during the initial enrollment period (November 15, 2005, through May 15, 2006), you will also be guaranteed the right to switch to a different Medigap plan without drug coverage from the same issuer that sold you your Medigap policy with the drug coverage. If you did not get this letter, contact the issuer of your Medigap policy.

ANNUAL COORDINATED ELECTION PERIOD

During the Annual Coordinated Election Period, anyone with prescription drug coverage may disenroll from any Prescription Drug Plan and join another Prescription Drug Plan, or join a Medicare Advantage Plan with prescription drug coverage, or choose not to have any Medicare prescription drug coverage.

For coverage beginning in 2006, the Annual Coordinated Election Period begins on November 15, 2005, and ends on May 15, 2006.

For coverage beginning in 2007 and afterwards, the annual coordinated election period goes from November 15 through December 31 of each year.

Please remember, if during this election period you disenroll from our Plan and do not enroll in another Prescription Drug Plan or Medicare Advantage Plan with prescription drug coverage during this election period, you may have to pay a higher premium for Medicare prescription drug coverage in the future.

If you join another Prescription Drug Plan during the Annual Coordinated Election Period, your enrollment in our Plan will end on December 31 and your enrollment in the new Plan will be effective on January 1st of the following year.

Exception for January 1, 2006, through May 15, 2006. If you disenroll from our Plan to join another Prescription Drug Plan between January 1, 2006, and May 15, 2006, your coverage will be effective on the first day of the month after the month in which you join the Plan.

SPECIAL ENROLLMENT PERIOD

Generally, you may not disenroll from our Plan and enroll in a new Prescription Drug Plan during other times of the year unless you qualify for a Special Enrollment Period. In order to qualify for a Special Enrollment Period, one of the following must apply to you:

- Our Plan no longer offers prescription drug coverage in the area where you live.

- You have an involuntary loss of creditable prescription drug coverage. Please note that failure to pay your premium does not qualify as an involuntary loss of prescription drug coverage.
- You were not adequately informed about your loss of creditable prescription drug coverage, or you were not adequately informed that you never had creditable prescription drug coverage.
- Your enrollment in our Plan was unintentional, inadvertent, or a mistake, because of the error, misrepresentation or inaction of a Federal employee, or a person acting upon the Federal government's behalf.
- You get benefits from both Medicare and Medicaid programs or you were eligible for benefits from both Medicare and Medicaid and you lose your Medicaid benefits.
- Our Plan's contract with the Centers for Medicare & Medicaid Services is terminated.
- You were a member of a Medicare Advantage Plan with prescription drug coverage and decided to join a Prescription Drug Plan during the Medicare Advantage Plan's Open Election Period.
- You are able to demonstrate that our Plan has substantially violated a material provision in its contract. This includes, but is not limited to:
 - If our Plan failed to provide you with prescription drug coverage in a timely manner.
 - If our Plan failed to provide your prescription drug coverage with applicable quality standards.
- You are able to demonstrate that our Plan misrepresented itself in its marketing.
- You are enrolling in or disenrolling from a Medicare Prescription Drug Plan sponsored by your current or former employer or by your spouse's current or former employer.
- In certain cases in which Plan is sanctioned by the Centers for Medicare & Medicaid Services.
- You enroll in or disenroll from your state's Program of All-Inclusive Care for the Elderly.
- You move into, live in, or move out of certain medical facilities, including a skilled nursing facility, nursing facility, intermediate care facility for the mentally retarded, psychiatric hospital or unit, rehabilitation hospital or unit, long-term care hospital, or certain other hospitals.
- You get extra help and the Centers for Medicare & Medicaid Services enrolled you in your current Plan.

In the event that you are eligible for a Special Enrollment Period, the Centers for Medicare & Medicaid Services will determine the time frame for you to enroll in another Plan. If you feel you qualify for a Special Enrollment Period, please call Customer Service and we will assist you.

How do you disenroll?

If you wish to leave our Plan, and you are not enrolling in another Prescription Drug Plan, you will need to submit a disenrollment request. Your request should include your name, Medicare number, Social Security number, date of birth, and requested disenrollment date. (Please note that we may not be able to disenroll you on the date you request.) Please remember to sign and date the request and to include a phone number where we can reach you in case we need additional information. You can mail your disenrollment request to your Commonwealth of Virginia Benefits Administrator. You may also disenroll by calling 1-800-MEDICARE (1-800-633-4227); TTY/TDD users should call 1-877-486-2048. You may only disenroll during the Annual Coordinated Election Period unless you qualify for a Special Enrollment Period.

If you are joining another Prescription Drug Plan, you must contact that Plan to request enrollment information. Once you are enrolled in your new Plan, your membership in our Plan will *automatically*

end with no action required on your part. Your new Plan will tell you, in writing, the date when your prescription drug coverage in that Plan begins. Your prescription drug coverage with our Plan will end on that same day (this will be your “disenrollment date”). Remember, you are still a member of our Plan until your disenrollment date, and must continue to get your prescription drug coverage, as usual, through our Plan until the date your membership ends.

When can Plan disenroll you?

OUR PLAN CAN DISENROLL YOU FOR THE FOLLOWING REASONS:

- You are no longer eligible for Medicare prescription drug coverage.
- If our Plan is no longer contracting with Medicare or leaves your service area.
- You materially misrepresent third-party reimbursement.
- You fail to pay your Plan premium.
- You engage in disruptive behavior, provided fraudulent information when you enrolled or abuse your enrollment card.

IF YOU ARE NO LONGER ELIGIBLE FOR MEDICARE PRESCRIPTION DRUG COVERAGE

If you lose your eligibility for Medicare prescription drug coverage, our Plan can no longer offer you prescription drug coverage. In order to be eligible for prescription drug coverage under Medicare, you must have Part A and/or Part B.

WHEN PLAN IS NO LONGER CONTRACTING WITH MEDICARE OR LEAVES YOUR SERVICE AREA

If we leave the Medicare program or no longer offer prescription drug coverage in the service area where you live, we will notify you in writing. If this happens, your membership in our Plan will end, and you will have to enroll in another Medicare Prescription Drug Plan to continue your prescription drug coverage. All of the benefits and rules described in this Evidence of Coverage will continue until your membership ends. This means that you must continue to get your prescription drugs in the usual way through our Plan’s network pharmacies until your membership ends.

Your choices include joining another Medicare Prescription Drug Plan or a Medicare Advantage Plan with prescription drug coverage if these plans are available in your area and are accepting new members. Once we have notified you in writing that we are leaving the Medicare program or the area where you live, you may enroll in another plan (See “When can you disenroll/switch Medicare Prescription Drug Plans?” above for specific information on Special Enrollment Periods).

Our Plan has a contract with the Centers for Medicare & Medicaid Services (CMS), the government agency that runs Medicare. This contract may be renewed each year. However, our Plan or CMS can decide to end the contract at any time. You will generally be notified 90 days in advance if this situation occurs. However, your advance notice may be as little as 30 days or even fewer days if CMS must end our contract in the middle of the year.

YOU MATERIALLY MISREPRESENT THIRD-PARTY REIMBURSEMENT

If you intentionally withhold or falsify information about third-party reimbursement coverage, CMS requires our Plan to disenroll you. In addition, if you are disenrolled from our Plan for misrepresentation of third-party reimbursement, our Plan has the right to decline your future enrollment in our Prescription Drug Plan.

YOU FAIL TO PAY PLAN PREMIUM

If you fail to pay your Plan premium, our Plan has the right to disenroll you. Our Plan will send you a written notice in an effort to collect the unpaid premium(s). Failure to comply with payment will result in disenrollment from Plan.

In addition, if you are disenrolled from Plan for failure to pay your premium, Plan has the right to decline your future enrollment in our Prescription Drug Plan.

If you are disenrolled due to not paying your premium and you do not have drug coverage that, on average, is at least as good as standard Medicare prescription drug coverage for 63 days or longer, then you will pay a penalty the next time you enroll in a Medicare Prescription Drug Plan.

YOU ENGAGE IN DISRUPTIVE BEHAVIOR, PROVIDE FRAUDULENT INFORMATION WHEN YOU ENROLLED, OR ABUSE YOUR ENROLLMENT CARD

You may be asked to leave our Plan in the following circumstances:

- If you behave in a way that seriously affects our ability to arrange or provide services for you or for others who are members of our Plan. We cannot make you leave (i.e., disenroll from) our Plan for this reason unless we get permission first from the Centers for Medicare & Medicaid Services, the government agency that runs Medicare.
- If you give us information on your enrollment form that you know is false or deliberately misleading, and it affects whether or not you can enroll in our Plan.
- If you let someone else use your Plan membership card to get prescription drugs for themselves or for others. Before we ask you to leave (i.e., disenroll from) our Plan for this reason, we must refer your case to the Inspector General, and this may result in criminal prosecution.

We cannot ask you to leave our Plan because of your health

No member of any Medicare Prescription Drug Plan can be asked to leave the Plan for any health-related reasons or the number of prescriptions a member takes. If you ever feel that you are being encouraged or asked to leave our Plan because of your health, you should call 1-800-MEDICARE (1-800-633-4227; TTY/TDD 1-877-486-2048), the national Medicare help line.

You have the right to make a complaint if we ask you to leave our Plan

If we ask you to leave our Plan, we will tell you our reasons in writing and explain how you can file a complaint against us if you want. Refer to Section 6 for more information.

Section 8 Your Rights and Responsibilities as a Member of this Plan

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Introduction about your rights and protections

Since you have Medicare, you have certain rights to help protect you. In this first part of Section 8, we explain your Medicare rights and protections as a member of this Plan. We will tell you what you can do if you think you are being treated unfairly or your rights are not being respected. If you want Medicare publications on your rights, you may call and request them at 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048. You can call 24 hours a day, 7 days a week.

Your right to be treated with fairness and respect

You have the right to be treated with dignity, respect, and fairness at all times. We must obey laws against discrimination that protect you from unfair treatment. These laws say that we cannot discriminate against you (treat you unfairly) because of your race or color, age, religion, national origin, or any mental or physical disability you may have.

If you think you have been treated unfairly due to your race, color, national origin, disability, age, or religion, please let us know. You can also reach the Office for Civil Rights at 1-800-368-1019 or TTY/TDD 1-800-537-7697, or, call the Office for Civil Rights in your area.

If you need help with communication, such as help from a language interpreter, please call our Customer Service numbers listed on the cover.

Office for Civil Rights

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| Alabama | Office for Civil Rights U.S. Department of Health & Human Services 61 Forsyth Street, SW, Suite 3B70 Atlanta, GA 30323 | Telephone: 1-404-562-7886 TTY/TDD: 1-404-331-2867 Fax: 1-404-562-7881 |
| Alaska | Office for Civil Rights U.S. Department of Health & Human Services 2201 Sixth Avenue - Mail Stop RX-11 Seattle, WA 98121 | Telephone: 1-206-615-2290 TTY/TDD: 1-206-615-2296 Fax: 1-206-615-2297 |
| Arizona | Office for Civil Rights U.S. Department of Health & Human Services 50 United Nations Plaza - Room 322 San Francisco, CA 94102 | Telephone: 1-415-437-8310 TTY/TDD: 1-415-437-8311 Fax: 1-415-437-8329 |
| Arkansas | Office for Civil Rights U.S. Department of Health & Human Services 1301 Young Street - Suite 1169 Dallas, TX 75202 | Telephone: 1-214-767-4056 TTY/TDD: 1-214-767-8940 Fax: 1-214-767-0432 |
| California | Office for Civil Rights U.S. Department of Health & Human Services 50 United Nations Plaza - Room 322 San Francisco, CA 94102 | Telephone: 1-415-437-8310 TTY/TDD: 1-415-437-8311 Fax: 1-415-437-8329 |
| Colorado | Office for Civil Rights U.S. Department of Health & Human Services 1961 Stout Street - Room 1426 Denver, CO 80294 | Telephone: 1-303-844-2024 TTY/TDD: 1-303-844-3439 Fax: 1-303-844-2025 |
| Connecticut | Office for Civil Rights U.S. Department of Health & Human Services JFK Federal Building - Room 1875 Boston, MA 02203 | Telephone: 1-617-565-1340 TTY/TDD: 1-617-565-1343 Fax: 1-617-565-3809 |

Office for Civil Rights

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| Delaware | Office for Civil Rights U.S. Department of Health & Human Services 150 S. Independence Mall West - Suite 372 Philadelphia, PA 19106-3499 | Telephone: 1-215-861-4441 TTY/TDD: 1-215-861-4440 Fax: 1-215-861-4431 |
| District of Columbia | Office for Civil Rights U.S. Department of Health & Human Services 150 S. Independence Mall West - Suite 372 Philadelphia, PA 19106-3499 | Telephone: 1-215-861-4441 TTY/TDD: 1-215-861-4440 Fax: 1-215-861-4431 |
| Florida | Office for Civil Rights U.S. Department of Health & Human Services 61 Forsyth Street, SW. - Suite 3B70 Atlanta, GA 30323 | Telephone: 1-404-562-7886 TTY/TDD: 1-404-331-2867 Fax: 1-404-562-7881 |
| Georgia | Office for Civil Rights U.S. Department of Health & Human Services 61 Forsyth Street, SW. - Suite 3B70 Atlanta, GA 30323 | Telephone: 1-404-562-7886 TTY/TDD: 1-404-331-2867 Fax: 1-404-562-7881 |
| Hawaii | Office for Civil Rights U.S. Department of Health & Human Services 50 United Nations Plaza - Room 322 San Francisco, CA 94102 | Telephone: 1-415-437-8310 TTY/TDD: 1-415-437-8311 Fax: 1-415-437-8329 |
| Idaho | Office for Civil Rights U.S. Department of Health & Human Services 2201 Sixth Avenue - Mail Stop RX-11 Seattle, WA 98121 | Telephone: 1-206-615-2290 TTY/TDD: 1-206-615-2296 Fax: 1-206-615-2297 |
| Illinois | Office for Civil Rights U.S. Department of Health & Human Services 233 N. Michigan Ave. - Suite 240 Chicago, IL 60601 | Telephone: 1-312-886-2359 TTY/TDD: 1-312-353-5693 Fax: 1-312-886-1807 |

Office for Civil Rights

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| Indiana | Office for Civil Rights U.S. Department of Health & Human Services 233 N. Michigan Ave. - Suite 240 Chicago, IL 60601 | Telephone: 1-312-886-2359 TTY/TDD: 1-312-353-5693 Fax: 1-312-886-1807 |
| Iowa | Office for Civil Rights U.S. Department of Health & Human Services 601 East 12th Street - Room 248 Kansas City, MO 64106 | Telephone: 1-816-426-7278 TTY/TDD: 1-816-426-7065 Fax: 1-816-426-3686 |
| Kansas | Office for Civil Rights U.S. Department of Health & Human Services 601 East 12th Street - Room 248 Kansas City, MO 64106 | Telephone: 1-816-426-7278 TTY/TDD: 1-816-426-7065 Fax: 1-816-823-1404 |
| Kentucky | Office for Civil Rights U.S. Department of Health & Human Services 61 Forsyth Street, SW. - Suite 3B70 Atlanta, GA 30323 | Telephone: 1-404-562-7886 TTY/TDD: 1-404-331-2867 Fax: 1-404-562-7881 |
| Louisiana | Office for Civil Rights U.S. Department of Health & Human Services 1301 Young Street - Suite 1169 Dallas, TX 75202 | Telephone: 1-214-767-4056 TTY/TDD: 1-214-767-8940 Fax: 1-214-767-0432 |
| Maine | Office for Civil Rights U.S. Department of Health & Human Services JFK Federal Building - Room 1875 Boston, MA 02203 | Telephone: 1-617-565-1340 TTY/TDD: 1-617-565-1343 Fax: 1-617-565-3809 |
| Maryland | Office for Civil Rights U.S. Department of Health & Human Services 150 S. Independence Mall West - Suite 372 Philadelphia, PA 19106-3499 | Telephone: 1-215-861-4441 TTY/TDD: 1-215-861-4440 Fax: 1-215-861-4431 |

Office for Civil Rights

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| Massachusetts | Office for Civil Rights U.S. Department of Health & Human Services JFK Federal Building - Room 1875 Boston, MA 02203 | Telephone: 1-617-565-1340 TTY/TDD: 1-617-565-1343 Fax: 1-617-565-3809 |
| Michigan | Office for Civil Rights U.S. Department of Health & Human Services 233 N. Michigan Ave. - Suite 240 Chicago, IL 60601 | Telephone: 1-312-886-2359 TTY/TDD: 1-312-353-5693 Fax: 1-312-886-1807 |
| Minnesota | Office for Civil Rights U.S. Department of Health & Human Services 233 N. Michigan Ave. - Suite 240 Chicago, IL 60601 | Telephone: 1-312-886-2359 TTY/TDD: 1-312-353-5693 Fax: 1-312-886-1807 |
| Mississippi | Office for Civil Rights U.S. Department of Health & Human Services 61 Forsyth Street, SW. - Suite 3B70 Atlanta, GA 30323 | Telephone: 1-404-562-7886 TTY/TDD: 1-404-331-2867 Fax: 1-404-562-7881 |
| Missouri | Office for Civil Rights U.S. Department of Health & Human Services 601 East 12th Street - Room 248 Kansas City, MO 64106 | Telephone: 1-816-426-7278 TTY/TDD: 1-816-426-7065 Fax: 1-816-426-3686 |
| Montana | Office for Civil Rights U.S. Department of Health & Human Services 1961 Stout Street - Room 1426 Denver, CO 80294 | Telephone: 1-303-844-2024 TTY/TDD: 1-303-844-3439 Fax: 1-303-844-2025 |
| Nebraska | Office for Civil Rights U.S. Department of Health & Human Services 601 East 12th Street - Room 248 Kansas City, MO 64106 | Telephone: 1-816-426-7278 TTY/TDD: 1-816-426-7065 Fax: 1-816-426-3686 |

Office for Civil Rights

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| Nevada | Office for Civil Rights U.S. Department of Health & Human Services 50 United Nations Plaza - Room 322 San Francisco, CA 94102 | Telephone: 1-415-437-8310 TTY/TDD: 1-415-437-8311 Fax: 1-415-437-8329 |
| New Hampshire | Office for Civil Rights U.S. Department of Health & Human Services JFK Federal Building - Room 1875 Boston, MA 02203 | Telephone: 1-617-565-1340 TTY/TDD: 1-617-565-1343 Fax: 1-617-565-3809 |
| New Jersey | Office for Civil Rights U.S. Department of Health & Human Services 26 Federal Plaza - Suite 3313 New York, NY 10278 | Telephone: 1-212-264-3313 TTY/TDD: 1-212-264-2355 Fax: 1-212-264-3039 |
| New Mexico | Office for Civil Rights U.S. Department of Health & Human Services 1301 Young Street - Suite 1169 Dallas, TX 75202 | Telephone: 1-214-767-4056 TTY/TDD: 1-214-767-8940 Fax: 1-214-767-0432 |
| New York | Office for Civil Rights U.S. Department of Health & Human Services 26 Federal Plaza - Suite 3313 New York, NY 10278 | Telephone: 1-212-264-3313 TTY/TDD: 1-212-264-2355 Fax: 1-212-264-3039 |
| North Carolina | Office for Civil Rights U.S. Department of Health & Human Services 61 Forsyth Street, SW. - Suite 3B70 Atlanta, GA 30323 | Telephone: 1-404-562-7886 TTY/TDD: 1-404-331-2867 Fax: 1-404-562-7881 |
| North Dakota | Office for Civil Rights U.S. Department of Health & Human Services 1961 Stout Street - Room 1426 Denver, CO 80294 | Telephone: 1-303-844-2024 TTY/TDD: 1-303-844-3439 Fax: 1-303-844-2025 |

Office for Civil Rights

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| Ohio | Office for Civil Rights U.S. Department of Health & Human Services 233 N. Michigan Ave. - Suite 240 Chicago, IL 60601 | Telephone: 1-312-886-2359 TTY/TDD: 1-312-353-5693 Fax: 1-312-886-1807 |
| Oklahoma | Office for Civil Rights U.S. Department of Health & Human Services 1301 Young Street - Suite 1169 Dallas, TX 75202 | Telephone: 1-214-767-4056 TTY/TDD: 1-214-767-8940 Fax: 1-214-767-0432 |
| Oregon | Office for Civil Rights U.S. Department of Health & Human Services 2201 Sixth Avenue - Mail Stop RX-11 Seattle, WA 98121 | Telephone: 1-206-615-2290 TTY/TDD: 1-206-615-2296 Fax: 1-206-615-2297 |
| Pennsylvania | Office for Civil Rights U.S. Department of Health & Human Services 150 S. Independence Mall West - Suite 372 Philadelphia, PA 19106-3499 | Telephone: 1-215-861-4441 TTY/TDD: 1-215-861-4440 Fax: 1-215-861-4431 |
| Rhode Island | Office for Civil Rights U.S. Department of Health & Human Services JFK Federal Building - Room 1875 Boston, MA 02203 | Telephone: 1-617-565-1340 TTY/TDD: 1-617-565-1343 Fax: 1-617-565-3809 |
| South Carolina | Office for Civil Rights U.S. Department of Health & Human Services 61 Forsyth Street, SW. - Suite 3B70 Atlanta, GA 30323 | Telephone: 1-404-562-7886 TTY/TDD: 1-404-331-2867 Fax: 1-404-562-7881 |
| South Dakota | Office for Civil Rights U.S. Department of Health & Human Services 1961 Stout Street - Room 1426 Denver, CO 80294 | Telephone: 1-303-844-2024 TTY/TDD: 1-303-844-3439 Fax: 1-303-844-2025 |

Office for Civil Rights

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| Tennessee | Office for Civil Rights U.S. Department of Health & Human Services 61 Forsyth Street, SW. - Suite 3B70 Atlanta, GA 30323 | Telephone: 1-404-562-7886 TTY/TDD: 1-404-331-2867 Fax: 1-404-562-7881 |
| Texas | Office for Civil Rights U.S. Department of Health & Human Services 1301 Young Street - Suite 1169 Dallas, TX 75202 | Telephone: 1-214-767-4056 TTY/TDD: 1-214-767-8940 Fax: 1-214-767-0432 |
| Utah | Office for Civil Rights U.S. Department of Health & Human Services 1961 Stout Street - Room 1426 Denver, CO 80294 | Telephone: 1-303-844-2024 TTY/TDD: 1-303-844-3439 Fax: 1-303-844-2025 |
| Vermont | Office for Civil Rights U.S. Department of Health & Human Services JFK Federal Building - Room 1875 Boston, MA 02203 | Telephone: 1-617-565-1340 TTY/TDD: 1-617-565-1343 Fax: 1-617-565-3809 |
| Virginia | Office for Civil Rights U.S. Department of Health & Human Services 150 S. Independence Mall West - Suite 372 Philadelphia, PA 19106-3499 | Telephone: 1-215-861-4441 TTY/TDD: 1-215-861-4440 Fax: 1-215-861-4431 |
| Washington | Office for Civil Rights U.S. Department of Health & Human Services 2201 Sixth Avenue - Mail Stop RX-11 Seattle, WA 98121 | Telephone: 1-206-615-2290 TTY/TDD: 1-206-615-2296 Fax: 1-206-615-2297 |
| West Virginia | Office for Civil Rights U.S. Department of Health & Human Services 150 S. Independence Mall West - Suite 372 Philadelphia, PA 19106-3499 | Telephone: 1-215-861-4441 TTY/TDD: 1-215-861-4440 Fax: 1-215-861-4431 |

Office for Civil Rights**Wisconsin**

Office for Civil Rights
U.S. Department of Health & Human Services
233 N. Michigan Ave. - Suite 240
Chicago, IL 60601

Telephone: 1-312-886-2359
TTY/TDD: 1-312-353-5693
Fax: 1-312-886-1807

Wyoming

Office for Civil Rights
U.S. Department of Health & Human Services
1961 Stout Street - Room 1426
Denver, CO 80294

Telephone: 1-303-844-2024
TTY/TDD: 1-303-844-3439
Fax: 1-303-844-2025

Your right to the privacy of your medical records and personal health information

There are Federal and State laws that protect the privacy of your medical records and personal health information. We keep your personal health information private as protected under these laws. Any personal health information that you give us when you enroll in this plan is protected. We will make sure that unauthorized people do not see or change your records. Generally, we must get written permission from you (or from someone you have given legal power to make decisions for you) before we can give your health information to anyone who is not providing your care or paying for your care. There are exceptions allowed or required by law, such as release of health information to government agencies that are checking on quality of care.

The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We are required to provide you with a notice that tells about these rights and explains how we protect the privacy of your health information. For example, you have the right to look at your medical records, and to get a copy of the records (there may be a fee charged for making copies). You also have the right to ask us to make additions or corrections to your medical records (if you ask us to do this, we will review your request and determine whether the changes are appropriate). You have the right to know how your health information has been given out and used for non-routine purposes. If you have questions or concerns about the privacy of your personal information and medical records, please call our Customer Service numbers listed on the cover.

Your right to get your prescriptions filled within a reasonable period of time

As explained in this Evidence of Coverage, you should get all of your prescriptions filled from a network pharmacy, that is, from pharmacies that contract with our Plan. You have the right to go to any network pharmacies in order to get your prescriptions filled at the benefit level. You have the right to timely access to your prescriptions. "Timely access" means that you can get your prescriptions filled within a reasonable amount of time. Section 1 explains how to use a network pharmacy to get your prescriptions filled.

Your right to know your treatment choices and participate in decisions about your health care

You have the right to know about the different Medication Management Treatment Programs we offer and in which you may participate. You have the right to be told about any risks involved in your care. You have the right to refuse treatment. This includes the right to stop taking your medication. If you refuse treatment, you accept responsibility for what happens as a result of refusing treatment.

You have the right to get a detailed explanation from us if you believe that a network pharmacy has denied coverage for a drug that you believe you are entitled to get or care you believe you should continue to get. In these cases, you must request an initial decision. "Initial decisions" are discussed in Section 6.

Your right to make complaints

You have the right to make a complaint if you have concerns or problems related to your coverage or care. "Appeals" and "grievances" are the two different types of complaints you can make. Which one you make depends on your situation. Appeals and grievances are discussed in Section 6.

If you make a complaint, we must treat you fairly (i.e., not discriminate against you). You have the right to get a summary of information about the appeals and grievances that members have filed against us in the past. To get this information, call our Customer Service numbers listed on the cover.

Your right to get information about your drug coverage and costs

This Evidence of Coverage tells you what you have to pay for prescription drugs as a member of Plan. If you need more information, please call our Customer Service numbers listed on the cover. You have the right to an explanation from us about any bills you may get for drugs not covered by our Plan. We must tell you in writing why we will not pay for a drug, and how you can file an appeal to ask us to change this decision. See Section 6 for more information about filing an appeal.

Your right to get information about our Plan and our network pharmacies

You have the right to get information from us about Medco and Part D. This includes information about our financial condition and about our network pharmacies. To get any of this information, call Customer Service at the phone number listed on the cover.

How to get more information about your rights

If you have questions or concerns about your rights and protections, please call our Customer Service numbers listed on the cover and in the Introduction section. You can also get free help and information from your State Health Insurance Assistance Program, or SHIP (the Introduction tells how to contact the SHIP in your state). In addition, the Medicare program has written a booklet called *Your Medicare Rights and Protections*. To get a free copy, call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048. You can call 24 hours a day, 7 days a week. Or, you can visit www.medicare.gov to order this booklet or print it directly from your computer.

What can you do if you think you have been treated unfairly or your rights are not being respected?

For concerns or problems related to your Medicare rights and protections described in this section, you can call our Customer Service numbers listed on the cover. You can also get help from your State Health Insurance Assistance Program, or SHIP (the Introduction tells how to contact the SHIP in your state).

What are your responsibilities as a member of our Plan?

Along with the rights you have as a member of our Plan, you also have some responsibilities. Your responsibilities include the following:

- Become familiar with your coverage and the rules you must follow to get care as a member. You can use this Evidence of Coverage and other information we give you to learn about your coverage, what you have to pay, and the rules you need to follow. Please call Customer Service at the phone number listed on the cover if you have any questions.
- Give your health care provider(s) the information they need to care for you, and follow the treatment plans and instructions given to you. Be sure to ask your health care provider(s) if you have any questions.

- Pay your plan premiums and any co-payments you may owe for the covered drugs you get. You must also meet your other financial responsibilities that are described in Section 3.
- Let us know if you have any questions, concerns, problems, or suggestions. If you do, please call our Customer Service numbers listed on the cover.

Section 9 Legal Notices

| | |
|--------------------------------|----|
| Notice about governing law | 65 |
| Notice about nondiscrimination | 65 |

Notice about governing law

Many different laws apply to this Evidence of Coverage. Some parts may apply to your situation because they are required by law. This can affect your rights and responsibilities even if the laws are not included or explained in this document. The law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services (CMS). In addition, other Federal laws may apply and, under certain situations, the laws of your state may also apply.

Notice about nondiscrimination

When we make decisions about the provision of health care services, we do not discriminate based on a person’s race, disability, religion, sex, sexual orientation, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare Prescription Drug Plans, like us, must obey Federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

Section 10 Definitions of Some Words Used in This Evidence of Coverage

For the terms listed below, this section either gives a definition or directs you to a place in this Evidence of Coverage that explains the term

Appeal—A type of complaint you make when you want a reconsideration and a change to a decision we have made about what drugs are covered for you or what we will pay for a drug. Section 6 explains what appeals are, including the process involved in making an appeal.

Brand-Name Drug—A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand-name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are sometimes not available until after the patent on the brand-name drug has expired.

Centers for Medicare & Medicaid Services (CMS)—The Federal agency that runs the Medicare program. The Introduction tells how you can contact CMS.

Coverage Determination—The decision the Plan makes about the prescription drug benefits you are entitled to get under the Plan, and the amount that you are required to pay for a drug.

Covered Drugs—The general term we use to mean all of the prescription drugs covered by our Plan.

Creditable Coverage—Coverage that is at least as good as the standard Medicare prescription drug coverage.

Customer Service—A department responsible for answering your questions about your membership, benefits, grievances, and appeals. See the Introduction for information about how to contact Customer Service.

Disenroll or Disenrollment—The process of ending your membership in our Plan. Disenrollment can be voluntary (your own choice) or involuntary (not your own choice). Section 7 discusses disenrollment.

Evidence of Coverage and Disclosure Information—This document, along with your enrollment form and any other attachments, which explains your coverage, defines our obligations, and explains your rights and responsibilities as a member of our Plan.

Exception—A type of coverage determination that, if approved, allows you to get a drug that is not on your plan sponsor's formulary (a formulary exception), or get a non-preferred drug at the preferred cost-sharing level (a tiering exception). You may also request an exception if your plan sponsor requires you to try another drug before receiving the drug you are requesting, or the plan limits the quantity or dosage of the drug you are requesting (a formulary exception).

Formulary—A list of covered drugs provided by the Plan.

Generic Drug—A prescription drug that has the same active-ingredient formula as a brand-name drug. Generic drugs usually cost less than brand-name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand-name drugs.

Grievance—A type of complaint you make about us or one of our plan providers, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes. See Section 6 for more information about grievances.

Late Enrollment Penalty—If you do not have creditable prescription drug coverage, you will have to pay a late enrollment penalty in addition to your monthly plan premium.

Medically Necessary—Services that are proper and needed for the diagnosis or treatment of your medical condition; are used for the diagnosis, direct care, and treatment of your medical condition; meet the standards of good medical practice in the local community; and are not mainly for the convenience of you or your doctor.

Medicare—The Federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant).

Medicare Advantage Plan with Prescription Drug Coverage—A benefit package offered by a Medicare Advantage Organization that offers a specific set of health benefits at a uniform premium and level of cost-sharing to all people with Medicare who live in the service area covered by the Plan. A Medicare Advantage Organization may offer more than one plan in the same service area.

Medicare Health Plan—A benefit package offered by an insurance company that contracts with Medicare. The plan is available to anyone who lives in the plan service area and who has Medicare Parts A and B, except those who have End-Stage Renal Disease (unless certain exceptions apply).

Medicare Prescription Drug Coverage—Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part B.

“Medigap” (Medicare supplement insurance) policy—Many people who have Original Medicare also buy “Medigap” or Medicare supplement insurance policies to fill “gaps” in Original Medicare coverage.

Member (member of our Plan)—A person with Medicare who is eligible to get covered services, who has enrolled in our Plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Network Pharmacy—A network pharmacy is a pharmacy where members of our Plan can get their prescription drug benefits. We call them “network pharmacies” because they contract with our Plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Non-Preferred Network Pharmacy—A network pharmacy that offers covered drugs to members of our Plan at higher cost-sharing levels than apply at a preferred network pharmacy.

Out-of-Network Pharmacy—A pharmacy that we have not arranged with to coordinate or provide covered drugs to members of our Plan. As explained in this Evidence of Coverage, most services you get from non-network pharmacies are not covered by our Plan unless certain conditions apply. See Section 1.

Part D Drugs—Any drug that can be covered under a Medicare Prescription Drug Plan. Generally, any drug not specifically excluded under Medicare drug coverage is considered a Part D Drug unless it is covered under Part A or Part B.

Preferred Network Pharmacy—A network pharmacy that offers covered drugs to members of our Plan at lower cost-sharing levels than apply at another network pharmacy.

Prior Authorization—Approval in advance to get certain drugs that may or may not be on our formulary. Some services are covered only if your doctor or other plan provider gets “prior authorization” from us. Covered services that need prior authorization are marked in the formulary.

Service Area—A geographic area approved by the Centers for Medicare & Medicaid Services (CMS) within which an eligible individual may enroll in a particular plan offered by a Medicare Health Plan.

Supplemental Security Income (SSI)—A monthly benefit paid by the Social Security Administration to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

| Appendix I State Pharmacy Assistance Programs (SPAPs) | | |
|--|---|--|
| Alaska | SeniorCare Rx Pharmaceutical Assistance Program The SeniorCare Senior Information Office 3601 C Street, Suite 310 Anchorage, AK 99503-5984 | toll-free: 1-800-478-6065 (in-state calls only) local: 1-907-269-3680 fax: 1-907-269-3688 |
| California | Genetically Handicapped Persons Program State of California Dept. of Health Services P.O. Box 942732 Sacramento, CA 94234-7320 | toll-free: 1-800-639-0597 local: 1-916-327-0470 |
| Connecticut | Connecticut Pharmaceutical Assistance Contract to the Elderly and the Disabled Program Connecticut Dept of Social Services 25 Sigourney Street Hartford, CT 06106 | toll-free: 1-800-423-5026 (in-state calls only) local: 1-860-424-5615 |
| Delaware | Delaware Prescription Assistance Program The Division of Social Services 1901 N. Du Pont Hwy. P.O. Box 906 New Castle, DE 19720 | toll-free: 1-800-996-9969 fax: 1-302-255-4454 |
| | Chronic Renal Program Milford State Service Center 11-13 Church Avenue Milford, DE 19963 | local: 1-302-424-7180 fax: 1-302-424-2943 |
| Illinois | Illinois Cares Rx SeniorCare Illinois Department on Aging P.O. Box 19021 Springfield, IL 62794-9021 | toll-free: 1-800-252-8966 |
| Indiana | HoosierRx P.O. Box 6224 Indianapolis IN 46206-6224 | toll-free: 1-866-267-4679 local: 1-317-234-1381 |

| Appendix I State Pharmacy Assistance Programs (SPAPs) | | |
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| Maine | Low Cost Drugs for the Elderly and Disabled (DEL) Program | toll-free: 1-866-796-2463 TTY/TDD: 1-800-423-4331 |
| | Dept. of Health & Human Services 221 State Street Augusta, ME 04333 | |
| Maryland | Maryland Senior Prescription Drug Program | toll-free: 1-800-972-4612 |
| | 10455 Mill Run Circle Owings Mills, MD 21117 | |
| | Kidney Disease Program of Maryland | local: 1-410-767-5000 |
| | Department of Health & Mental Hygiene Program Systems and Operations Administration 201 W. Preston Street, Room 314A Baltimore, MD 21201 | |
| Massachusetts | Prescription Advantage Plan | toll-free: 1-800-243-4636 TTY/TDD: 1-977-610-0241 |
| | P.O. Box 15153 Worcester, MA 01615-0153 | |
| Montana | Big Sky Rx Program | toll-free: 1-866-369-1233 (in-state calls only) local: 1-406-444-1233 |
| | PO Box 202915 Helena, MT 59620-2915 | |
| | Mental Health Services Plan | local: 1-406-444-3964 |
| | PO Box 202905 Helena, MT 59620-2905 | |
| Nevada | Senior Rx Program | toll-free: 1-866-303-6323 local: 1-775-687-8711 |
| | 1761 E College Parkway, Bldg B, Ste 113 Carson City, NV 89706-7954 | |
| | Disability Rx Program | toll-free: 1-866-303-6323 local: 1-775-687-8711 |
| | 1761 E College Parkway, Bldg B, Ste 113 Carson City, NV 89706-7954 | |

| Appendix I | State Pharmacy Assistance Programs (SPAPs) | |
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| New Jersey | Prescription Assistance to the Aged and Disabled Program (PAAD) Div. of Senior Benefits and Utilization Management NJ Department of Health & Senior Services PO Box 715 Trenton, NJ 08625-0715 | toll-free: 1-800-792-9745 local: 1-609-588-7048 |
| | Senior Gold Div. of Senior Benefits and Utilization Management NJ Department of Health & Senior Services PO Box 715 Trenton, NJ 08625-0715 | toll-free: 1-800-792-9745 local: 1-609-588-7048 |
| New York | Elderly Pharmaceutical Insurance Coverage (EPIC) P.O. Box 15018 Albany, NY 12212-5018 | toll-free: 1-800-332-3742 TTY/TDD: 1-800-290-9138 |
| Pennsylvania | Pharmaceutical Assistance Contract for the Elderly (PACE) Pennsylvania Department of Aging 555 Walnut Street, 5th Floor Harrisburg, PA 17101 | toll free: 1-800-225-7223 local: 1-717-787-7313 fax: 1-717-772-2730 |
| Rhode Island | Rhode Island Pharmaceutical Assistance for the Elderly Benjamin Rush Building 55 35 Howard Avenue Cranston, RI 02920 | local: 1-401-462-4000 TTY/TDD: 1-401-462-0740 |
| South Carolina | Gap Assistance Program for Seniors (GAPS) Department of Health and Human Services P.O. Box 8206 Columbia, SC 29202 | toll-free: 1-888-549-0820 |

Appendix I**State Pharmacy Assistance Programs (SPAPs)****Texas****Kidney Health Care Program****Texas Department of State Health Services**

1100 West 49th Street

Mail Code 1938, Department ID G31000

Austin, TX 78756

toll-free: 1-800-222-3986

local: 1-512-458-7150

fax: 1-512-458-7162

Mental Health Medication Program

Texas Department of State Health Services

1100 West 49th Street

Austin, TX 78756-3199

toll-free: 1-800-252-8154

(in-state calls only)

local: 1-512-206-5760

TTY/TDD: 1-800-735-2989

Vermont**V-PHARM**

Vermont Agency of Human Services

Dept. of Prevention, Assistance, Transition,
and Health Access (PATH)

103 South Main Street

Waterbury, VT 05671-1201

toll-free: 1-800-250-8427

TTY/TDD: 1-888-834-7898

Washington**Health Insurance Pharmacy Assistance Program**

State Department of Social and Health Services

Customer Service Center

P.O. Box 45505

Olympia, WA 98504-5505

toll-free: 1-800-562-3022

Appendix I**State Pharmacy Assistance Programs (SPAPs)**

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| Wisconsin | SeniorCare P.O. Box 6710 Madison, WI 53716-0710 | toll-free: 1-800-657-2038 |
| | Chronic Renal Disease P.O. Box 1508 Madison, WI 53701-1508 | local: 1-608-266-2469 |
| | Cystic Fibrosis Program Wisconsin Chronic Disease Program P.O. Box 6410 Madison, WI 53716-0410 | local: 1-608-221-3701 |
| | Hemophilia Home Care Wisconsin Chronic Disease Program P.O. Box 6410 Madison, WI 53716-0410 | local: 1-608-221-3701 |
| Wyoming | Prescription Drug Assistance Program Wyoming Department of Health 2300 Capitol Ave Cheyenne, WY 82002 (only available until 5/06) | toll-free: 1-800-438-5785 local: 1-307-777-6032 |

| Appendix II State Health Insurance Assistance Programs (SHIPs) | | |
|---|--|--|
| Alabama | Alabama Commission on Aging P.O. Box 301851 770 Washington Ave. Montgomery, Alabama 36130-1851 | toll-free: 1-800-243-5463 local: 1-334-242-5743 fax: 1-334-242-5594 |
| Alaska | Alaska Commission on Aging 3601 C St., Suite 310 Anchorage, Alaska 99503-5209 | toll-free: 1-800-478-6065 (in-state calls only) local: 1-907-269-3669 fax: 1-907-269-3690 |
| Arizona | Arizona Aging and Adult Administration 1789 West Jefferson #950A Phoenix, Arizona 85007 | toll-free: 1-800-432-4040 local: 1-602-542-4446 fax: 1-602-542-6575 |
| Arkansas | Arkansas State Insurance Department 1200 West Third Street Little Rock, Arkansas 72201-1904 | toll-free: 1-800-224-6330 local: 1-501-371-2785 fax: 1-501-371-2618 |
| California | California Department of Aging 1600 K Street Sacramento, California 95814 | toll-free: 1-800-434-0222 local: 1-916-323-6525 fax: 1-916-327-3661 |
| Colorado | State of Colorado Division of Insurance 1560 Broadway, Suite 850 Denver, Colorado 80202 | toll-free: 1-888-696-7213 local: 1-303-894-7552 fax: 1-303-894-7455 |
| Connecticut | State of Connecticut Department of Social Services Division of Elderly Services 25 Sigourney Street, 8th Floor Hartford, Connecticut 06106 | toll-free: 1-800-994-9422 (in-state calls only) local: 1-860-424-5322 fax: 1-860-424-4966 |
| District of Columbia | Health Insurance Counseling Project 2136 Pennsylvania Ave., NW Washington, D.C. 20052 | local: 1-202-676-3900 fax: 1-202-293-4043 |
| | DC Office on Aging 441 4th Street NW, Suite 900 South Washington, DC 20001 | local: 1-202-727-8367 fax: 1-202-724-4979 |

Appendix II**State Health Insurance Assistance Programs (SHIPs)**

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|-----------------|--|--|
| Delaware | Delaware Insurance Department 841 Silver Lake Blvd. Dover, Delaware 19904 | toll-free: 1-800-336-9500 (in-state calls only) local: 1-302-739-6266 fax: 1-302-739-5280 |
| | Division of Aging 1901 DuPont Highway New Castle, Delaware 19720 | local: 1-302-577-4791 fax: 1-302-577-4793 |
| Florida | Florida Dept. of Elder Affairs 4040 Esplanade Way #280 S Tallahassee, Florida 32399-7000 | toll-free: 1-800-963-5337 local: 1-850-414-2115 fax: 1-850-414-2002 |
| Georgia | Georgia Dept. of Human Resources Division of Aging Services 2 Peachtree Street, NE 36th Floor Atlanta, Georgia 30303 | toll-free: 1-800-669-8387 local: 1-404-657-5347 fax: 1-404-657-5285 |
| Hawaii | Hawaii Executive Office on Aging 250 South Hotel Street, #109 Honolulu, Hawaii 96813-2831 | toll-free: 1-888-875-9229 local: 1-808-586-4797 fax: 1-808-586-0185 |
| Idaho | Idaho Department of Insurance 700 West State Street, 3rd Floor Boise, Idaho 83720-0043 | toll-free: 1-800-247-4422 (in-state calls only) local: 1-208-334-4350 |
| Illinois | Illinois Department of Insurance 320 West Washington Street Springfield, Illinois 62767 | toll-free: 1-800-548-9034 (in-state calls only) local: 1-217-782-0004 fax: 1-217-782-4105 |
| Indiana | Indiana Department of Insurance 311 West Washington Street, Suite #300 Indianapolis, Indiana 46204-2787 | toll-free: 1-800-452-4800 local: 1-317-233-3551 fax: 1-317-232-5251 |
| Iowa | Iowa Insurance Division 330 Maple Street Des Moines, Iowa 50319 | toll-free: 1-800-351-4664 local: 1-515-242-5190 fax: 1-515-281-8449 |

| Appendix II State Health Insurance Assistance Programs (SHIPs) | | |
|---|---|--|
| Kansas | Kansas Insurance Department 130 S. Market, Suite 4030 local: P.O. Box 3850 Wichita, Kansas 67201 | toll-free: 1-800-860-5260 local: 1-316-337-6010 fax: 1-316-337-6018 |
| Kentucky | Kentucky Cabinet for Human Resources Division on Aging 275 East Main Street, 5th FL, W-CCF Frankfort, Kentucky 40621 | toll-free: 1-877-293-7447 local: 1-502-564-7372 fax: 1-502-564-4595 |
| Louisiana | Louisiana Department of Insurance 950 North 5th Street P.O. Box 94214 Baton Rouge, Louisiana 70804-9214 | toll-free: 1-800-259-5301 (in-state calls only) local: 1-225-342-6334 fax: 1-225-342-5711 |
| Maine | Maine Dept. of Human Services Bureau of Elder & Adult Services State House Station #11 35 Anthony Ave. Augusta, Maine 04333-0011 | toll-free: 1-877-353-3771 (in-state calls only) local: 1-207-624-5335 fax: 1-207-624-5361 |
| Maryland | Maryland Office on Aging 301 West Preston Street Baltimore, Maryland 21201 | toll-free: 1-800-243-3425 (in-state calls only) local: 1-410-767-1074 fax: 1-410-333-7943 |
| Massachusetts | Massachusetts Executive Office of Elder Affairs 1 Ashburton Place, 5th Floor Boston, Massachusetts 02108 | toll-free: 1-800-243-4636 local: 1-617-222-7435 fax: 1-617-727-9368 |
| Michigan | MMAP Project Director 6105 West St. Joseph Highway, Suite 209 Lansing, Michigan 48917 | toll-free: 1-800-803-7174 local: 1-517-622-5226 fax: 1-517-622-4217 |
| | Michigan Office of Services to the Aging P.O. Box 30676 Lansing, Michigan 48909 | local: 1-517-373-4071 fax: 1-517-373-4092 |

Appendix II State Health Insurance Assistance Programs (SHIPs)

| | | |
|----------------------|---|--|
| Minnesota | Minnesota Board on Aging 444 Lafayette Road St. Paul, Minnesota 55155-3843 | toll-free: 1-800-333-2433 local: 1-651-296-3839 fax: 1-651-297-7855 |
| Mississippi | Mississippi Division of Aging and Adult Services 750 North State Street Jackson, Mississippi 39202 | toll-free: 1-800-948-3090 local: 1-601-359-4956 fax: 1-601-359-4370 |
| Missouri | CLAIM Program Missouri Patient Care Review Foundation 3425 Constitution Court, Suite E Jefferson City, Missouri 65109 | toll-free: 1-800-390-3330 local: 1-573-893-7900 ext. 198 fax: 1-573-893-5827 |
| Montana | Montana Partnership for Health Insurance Information Montana State Office on Aging 212 Ridge Trail Bozeman, Montana 59715 | toll-free: 1-800-551-3191 (in-state calls only) local: 1-406-585-0773 fax: 1-406-585-0773 |
| Nebraska | Nebraska Department of Insurance The Terminal Building 941 "O" St., Suite 400 Lincoln, Nebraska 68508 | toll-free: 1-800-234-7119 local: 1-402-471-4506 fax: 1-402-471-6559 |
| Nevada | Nevada Division of Aging Services 340 North 11th Street, Suite 203 Las Vegas, Nevada 89101 | toll-free: 1-800-307-4444 local: 1-702-486-3796 fax: 1-702-486-3572 |
| New Hampshire | Department of Human Services 129 Pleasant Street Concord, New Hampshire 03301-3843 | toll-free: 1-800-852-3388 (in-state calls only) local: 1-603-271-0966 fax: 1-603-271-4643 |
| | Family Resource Management 110B Pettee Hall 55 College Road Durham, New Hampshire 03824-3599 | local: 1-603-862-0092 fax: 1-603-862-0107 |

| Appendix II State Health Insurance Assistance Programs (SHIPs) | | |
|---|---|--|
| New Jersey | Division of Senior Affairs P.O. Box 807 S. Broad & Front Streets Trenton, New Jersey 08625 Division of Senior Affairs Quakerbridge, Blvd. Building 12B Hampton Township, New Jersey 08619 | toll-free: 1-800-792-8820 (in-state calls only) local: 1-609-588-3385 fax: 1-609-588-3601 |
| New Mexico | New Mexico State Agency on Aging 228 East Palace Avenue Ground Floor Santa Fe, New Mexico 87501 | toll-free: 1-800-432-2080 (in-state calls only) local: 1-505-827-7640 fax: 1-505-827-7649 |
| New York | New York State Office for the Aging Two Empire State Plaza, Agency Bldg. #2 Albany, New York 12223-1251 | toll-free: 1-800-333-4114 local: 1-518-473-5108 fax: 1-518-486-2225 |
| North Carolina | North Carolina Department of Insurance 111 Seaboard Avenue Raleigh, North Carolina 27604 | toll-free: 1-800-443-9354 local: 1-919-733-0111 fax: 1-919-733-3682 |
| North Dakota | North Dakota Dept. of Insurance 600 East Boulevard, Fifth Floor Bismarck, North Dakota 58505 | toll-free: 1-800-247-0560 local: 1-701-328-2977 fax: 1-701-328-4880 |
| Ohio | Ohio Department of Insurance 2100 Stella Court Columbus, Ohio 43215 | toll-free: 1-800-686-1578 local: 1-614-644-3399 fax: 1-614-752-0740 |
| Oklahoma | Oklahoma Insurance Department P.O. Box 53408 2401 N.W. 23rd, Suite 28 Oklahoma City, Oklahoma 73107 | toll-free: 1-800-763-2828 (in-state calls only) local: 1-405-521-6628 fax: 1-405-522-3761 |

Appendix II**State Health Insurance Assistance Programs (SHIPs)**

| | | |
|-----------------------|---|--|
| Oregon | Oregon Division of Insurance 350 Winter Street NE Room 440 Salem, Oregon 97310 | toll-free: 1-800-722-4134 (in-state calls only) local: 1-503-947-7263 fax: 1-503-378-4351 |
| Pennsylvania | Pennsylvania Department of Aging 555 Walnut Street, 5th Fl. Harrisburg, Pennsylvania 17101-1919 | toll-free: 1-800-783-7067 local: 1-717-783-8975 fax: 1-717-772-3382 |
| Rhode Island | Rhode Island Department of Elderly Affairs 160 Pine Street Providence, Rhode Island 02903-3708 | local: 1-401-222-2858 ext. 232 fax: 1-401-222-2130 |
| South Carolina | South Carolina Office on Aging 1801 Main Street Columbia, South Carolina 29202 | toll-free: 1-800-868-9095 local: 1-803-898-2850 fax: 1-803-898-4513 |
| South Dakota | South Dakota Office of Adult Services & Aging 700 Governors Drive Pierre, South Dakota 57501-2291 | toll-free: 1-800-536-8197 local: 1-605-773-3656 fax: 1-605-773-6834 |
| | South Dakota Office of Adult Service & Aging 335 Main Avenue, Suite 300 Sioux Falls, South Dakota 57102-0305 | local: 1-605-336-2475 fax: 1-605-336-6919 |
| | South Dakota Office of Adult Service & Aging 2638 West Main Street., Suite 2 Rapid City, South Dakota 57702 | local: 1-605-342-3494 fax: 1-605-342-7718 |
| Tennessee | Tennessee Association of Legal Services 211 Union, #833 Nashville, Tennessee 37201 | toll-free: 1-877-801-0044 local: 1-615-242-0438 fax: 1-615-244-4920 |
| Texas | Texas Department on Aging 806 Blue Hills Drive Dripping Springs, Texas 78620 | toll-free: 1-800-252-9240 local: 1-512-858-4007 fax: 1-512-858-4007 |

| Appendix II State Health Insurance Assistance Programs (SHIPs) | | |
|---|---|--|
| Utah | Utah Division of Aging and Adult Services 120 North 200 West St., Box 45500 Salt Lake City, Utah 84103 | toll-free: 1-877-424-4640 local: 1-801-538-3910 fax: 1-801-538-4395 |
| Vermont | Northeastern Vermont 1161 Portland Street St. Johnsbury, Vermont 05819 | toll-free: 1-800-642-5119 (in-state calls only) local: 1-802-748-5182 fax: 1-802-748-6622 |
| Virginia | Virginia Department for the Aging 1600 Forest Avenue, Suite 102 Richmond, Virginia 23229 | toll-free: 1-800-552-3402 local: 1-804-662-7048 fax: 1-804-662-9354 |
| Washington | Washington Office of Insurance Commissioner P.O. Box 40256 Olympia, Washington 98504-0256 | toll-free: 1-800-562-6900 local: 1-206-654-1833 fax: 1-360-437-0482 |
| | Washington Office of Insurance Commissioner 4224 6th Ave. Lacey, Washington 98504 | |
| West Virginia | West Virginia Bureau of Senior Services 1900 Kanawha Boulevard East Bldg. #10 Charleston, West Virginia 25305-0160 | toll-free: 1-877-987-4463 local: 1-304-558-3317 fax: 1-304-558-0004 |
| Wisconsin | Wisconsin Bureau of Aging and LTC Resources 217 South Hamilton Street, Suite 300 Madison, Wisconsin 53703 | toll-free: 1-800-242-1060 local: 1-608-267-3201 fax: 1-608-267-3203 |
| Wyoming | Wyoming Department of Insurance 1 W. Wilson Street, Rm 450 Cheyenne, Wyoming 53707-7851 | toll-free: 1-800-856-4398 local: 1-307-777-7401 fax: 1-307-777-5895 |
| | Wyoming Senior Citizens 1130 Major Ave. P.O. Box BD Riverton, Wyoming 82501 | local: 1-307-856-6880 fax: 1-307-856-4466 |

Appendix III State Medicaid Offices

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|--------------------|---|--|
| Alaska | Alaska Department of Health and Social Services 350 Main Street, Room 229 P.O. Box 110601 Juneau, AK 99811-0601 | local: 1-907-465-3030 |
| Alabama | Medicaid Agency of Alabama 501 Dexter Avenue P.O. Box 5624 Montgomery, AL 36103-5624 | local: 1-334-242-5000 toll-free: 1-800-362-1504 fax: 1-334-353-5989 |
| Arkansas | Department of Human Services of Arkansas P.O. Box 1437, Slot 1100 Donaghey Plaza South Little Rock, AR 72203-1437 | local: 1-501-682-8292 toll-free: 1-800-482-5431 TTY/TDD: 1-501-682-6789 fax: 1-501-682-1197 |
| Arizona | Health Care Cost Containment of Arizona 801 E. Jefferson Phoenix, AZ 85034 | local: 1-602-417-4000 toll-free: 1-800-962-6690 (in-state calls only) toll-free: 1-800-523-0231 (out-of-state) TTY/TDD: 1-602-417-4191 fax: 1-602-252-2136 |
| California | California Department of Health Services P.O. Box 997413 Sacramento, CA 95899-7413 | local: 1-916-440-7400 |
| Colorado | Department of Health Care Policy and Financing of Colorado 1570 Grant Street Denver, CO 80203-1818 | local: 1-303-866-2993 toll-free: 1-800-221-3943 TTY/TDD: 1-303-866-3883 fax: 1-303-866-4411 |
| Connecticut | Department of Social Services of Connecticut 25 Sigourney Street Hartford, CT 06106-5033 | local: 1-860-424-4908 toll-free: 1-800-842-1508 (in-state calls only) fax: 1-860-951-9544 |

| Appendix III State Medicaid Offices | | |
|--|---|--|
| District of Columbia | DC Healthy Family 825 North Capitol Street, NE, 5th Floor Washington, DC 20002 | local: 1-202-442-5999 |
| Delaware | Delaware Health and Social Services 1901 N. DuPont Highway P.O. Box 906, Lewis Bldg. New Castle, DE 19720 | local: 1-302-255-9040 toll-free: 1-800-372-2022 (in-state calls only) fax: 1-302-255-4429 |
| Florida | Agency for Health Care Administration of Florida P.O. Box 13000 Tallahassee, FL 32317-3000 | toll-free: 1-888-419-3456 fax: 1-850-922-7703 |
| Georgia | Georgia Department of Community Health 2 Peachtree Street, NW Atlanta, GA 30303 | local: 1-770-570-3300 toll-free: 1-866-322-4260 fax: 1-270-804-7442 |
| Hawaii | Department of Human Services of Hawaii P.O. Box 339 Honolulu, HI 96809 | local: 1-808-587-3521 TTY/TDD: 1-808-692-7182 |
| Iowa | Department of Human Services of Iowa Hoover State Office Building, 5th Floor Des Moines, IA 50319-0114 | local: 1-515-327-5121 toll-free: 1-800-338-8366 fax: 1-515-281-4597 |
| Idaho | Idaho Department of Health and Welfare 450 West State Street Boise, ID 83720-0036 | local: 1-208-334-5500 toll-free: 1-800-685-3757 TTY/TDD: 1-208-332-7205 |
| Illinois | Illinois Department of Healthcare and Family Services 201 South Grand Avenue, East Springfield, IL 62763 | local: 1-217-782-1200 toll-free: 1-866-468-7543 |

Appendix III State Medicaid Offices

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| Indiana | Family and Social Services Administration of Indiana 402 W. Washington Street P.O. Box 7083 Indianapolis, IN 46207-7083 | local: 1-317-233-4455 toll-free: 1-800-889-9949 fax: 1-317-232-7382 |
| Kansas | Department of Social and Rehabilitation Services of Kansas 915 SW Harrison Street Topeka, KS 66612 | local: 1-785-274-4200 toll-free: 1-800-766-9012 TTY/TDD: 1-785-296-1491 fax: 1-785-296-2173 |
| Kentucky | Cabinet for Health Services of Kentucky P.O. Box 2110 Frankfort, KY 40602-2110 | local: 1-502-564-4321 toll-free: 1-800-635-2570 fax: 1-502-226-1898 |
| Louisiana | Louisiana Department of Health and Hospital P.O. Box 91278 Baton Rouge, LA 70821-9278 | local: 1-225-342-9500 fax: 1-225-342-5568 |
| Massachusetts | Office of Health and Human Services of Massachusetts 600 Washington Street Boston, MA 02111 | toll-free: 1-800-325-5231 fax: 1-617-210-5820 |
| Maryland | Department of Health and Mental Hygiene P.O. Box 17259 Baltimore, MD 21203-7259 | local: 1-410-767-5800 toll-free: 1-800-492-5231 fax: 1-410-333-7141 |
| Maine | Maine Department of Health and Human Services 442 Civic Center Drive 11 State House Station Augusta, ME 04333-0011 | local: 1-207-624-7539 toll-free: 1-800-977-6740 TTY/TDD: 1-207-287-1828 fax: 1-207-287-9229 |
| Michigan | Michigan Department Community Health Sixth Floor, Lewis Cass Building 320 South Walnut Street Lansing, MI 48913 | local: 1-517-373-3740 TTY/TDD: 1-517-373-3573 |

| Appendix III State Medicaid Offices | | |
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| Minnesota | Department of Human Services of Minnesota 444 Lafayette Road North St. Paul, MN 55155 | local: 1-651-297-3933 toll-free: 1-800-333-2433 TTY/TDD: 1-651-296-5705 fax: 1-651-296-5690 |
| Missouri | Department of Social Services of Missouri 221 West High Street P.O. Box 1527 Jefferson City, MO 65102-1527 | local: 1-573-751-4815 toll-free: 1-800-392-2161 (in-state calls only) fax: 1-573-751-6564 |
| Mississippi | Office of the Governor of Mississippi 239 North Lamar Street, Suite 801 Robert E. Lee Bldg. Jackson, MS 39201-1399 | local: 1-601-359-6050 toll-free: 1-800-421-2408 TTY/TDD: 1-800-855-1000 fax: 1-601-359-6048 |
| Montana | Montana Department of Public Health & Human Services Division of Child and Adult Health Resources 1400 Broadway, Cogswell Building P.O. Box 8005 Helena, MT 59604-8005 | local: 1-406-444-4540 toll-free: 1-800-362-8312 (in-state calls only) fax: 1-406-444-2547 |
| North Carolina | North Carolina Department of Health and Human Services Division of Medical Assistance 2501 Mail Service Center Raleigh, NC 27699-2501 | local: 1-919-855-4100 TTY/TDD: 1-877-733-4851 fax: 1-919-733-6608 |
| North Dakota | Dept of Human Services of North Dakota - Medical Services 600 E. Boulevard Avenue Bismarck, ND 58505-0250 | local: 1-701-328-2321 toll-free: 1-800-755-2604 TTY/TDD: 1-701-328-8950 fax: 1-701-328-1060 |
| Nebraska | Nebraska Department of Health and Human Services System P.O. Box 95044 Lincoln, NE 68509-5044 | local: 1-402-471-3121 toll-free: 1-800-430-3244 TTY/TDD: 1-402-471-9570 |

Appendix III State Medicaid Offices

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| New Hampshire | New Hampshire Department of Health and Human Services 129 Pleasant Street Concord, NH 03301-3857 | local: 1-603-271-4238 toll-free: 1-800-852-3345 (in-state calls only) |
| New Jersey | Department of Human Services of New Jersey Quakerbridge Plaza, Building 7 P.O. Box 712 Trenton, NJ 08625-0712 | local: 1-609-588-2600 toll-free: 1-800-356-1561 (in-state calls only) fax: 1-609-588-3583 |
| New Mexico | Department of Human Services of New Mexico P.O. Box 2348 Sante Fe, NM 87504-2348 | local: 1-505-827-3100 toll-free: 1-888-997-2583 TTY/TDD: 1-505-827-3184 fax: 1-505-827-3185 |
| Nevada | Nevada Department of Human Resources, Aging Division 1100 East William Street, Suite 101 Carson City, NV 89701 | local: 1-775-684-7200 fax: 1-775-687-3893 |
| New York | New York State Department of Health Office of Medicaid Management Governor Nelson A. Rockefeller Empire State Plaza, Corning Tower Building Albany, NY 12237 | local: 1-518-486-9057 toll-free: 1-800-541-2831 fax: 1-518-486-6852 |
| Ohio | Department of Job and Family Services of Ohio - Ohio Health Plans 30 East Broad Street, 31st Floor Columbus, OH 43215-3414 | local: 1-614-728-3288 toll-free: 1-800-324-8680 fax: 1-614-752-3986 |
| Oklahoma | Health Care Authority of Oklahoma 4545 N. Lincoln Boulevard Suite 124 Oklahoma City, OK 73105 | local: 1-405-522-7171 toll-free: 1-800-522-0310 TTY/TDD: 1-405-522-7179 fax: 1-405-522-7100 |

| Appendix III State Medicaid Offices | | |
|--|---|---|
| Oregon | Oregon Department of Human Services 500 Summer Street, NE 3rd Floor Salem, OR 94310-1014 | local: 1-503-945-5772 toll-free: 1-800-527-5772 (in-state calls only) TTY/TDD: 1-503-945-5895 fax: 1-503-373-7689 |
| Pennsylvania | Department of Public Welfare of Pennsylvania Health and Welfare Building, Rm 515 P.O. Box 2675 Harrisburg, PA 17105 | local: 1-717-787-1870 toll-free: 1-800-692-7462 TTY/TDD: 1-717-705-7103 |
| Rhode Island | Department of Human Services of Rhode Island Louis Pasteur Building 600 New London Avenue Cranston, RI 02921 | local: 1-401-462-5300 toll-free: 1-800-984-8989 (in-state calls only) TTY/TDD: 1-401-462-3363 fax: 1-401-521-4875 |
| South Carolina | South Carolina Department of Health and Human Services P.O. Box 8206 Columbia, SC 29202-8206 | local: 1-803-898-2500 |
| South Dakota | Department of Social Services of South Dakota 700 Governors Drive Richard F Kneip Bldg, Pierre, SD 57501 | local: 1-605-773-3495 toll-free: 1-800-452-7691 (in-state calls only) fax: 1-605-773-5246 |
| Tennessee | Bureau of TennCare 310 Great Circle Rd. Nashville, TN 37243 | toll-free: 1-866-311-4287 fax: 1-615-741-0882 |
| Texas | Health and Human Services Commission of Texas 4900 N. Lamar Boulevard, 4th Floor Austin, TX 78701 | local: 1-512-424-6500 toll-free: 1-888-834-7406 TTY/TDD: 1-512-407-3250 |

Appendix III State Medicaid Offices

| | | |
|----------------------|---|---|
| Utah | Utah Department of Health 288 North 1460 West P.O. Box 143101 Salt Lake City, UT 84114-3101 | local: 1-801-538-6155 toll-free: 1-800-662-9651 fax: 1-801-538-6805 |
| Virginia | Department of Medical Assistance Services 600 East Broad Street, Suite 1300 Richmond, VA 23219 | local: 1-804-786-6273 toll-free: 1-800-552-8627 (in-state calls only) fax: 1-804-225-4512 |
| Vermont | Agency of Human Services of Vermont 103 South Main Street Waterbury, VT 05676-1201 | local: 1-802-879-5900 toll-free: 1-800-250-8427 (in-state calls only) TTY/TDD: 1-802-241-1282 fax: 1-802-241-2897 |
| Washington | Department of Social and Health Services of Washington P.O. Box 45505 Olympia, WA 98504-5505 | local: 1-800-562-6188 toll-free: 1-800-562-3022 (in-state calls only) fax: 1-360-586-1209 |
| Wisconsin | Wisconsin Department of Health and Family Services 1 West Wilson Street P.O. Box 309 Madison, WI 53701-0309 | local: 1-608-221-5720 toll-free: 1-800-362-3002 TTY/TDD: 1-608-267-7371 fax: 1-608-221-8815 |
| West Virginia | West Virginia Department of Health 350 Capitol Street, Room 251 Charleston, WV 25301-3709 | fax: 1-304-558-2515 |
| Wyoming | Wyoming Department of Health 147 Hathaway Building Cheyenne, WY 82002 | local: 1-307-777-7531 fax: 1-307-777-6974 |

| Appendix IV Quality Improvement Organizations (QIOs) | | |
|--|--|-------------------------|
| State | Organization and Website Link | Telephone Number |
| Alabama | Alabama Quality Assurance Foundation www.aqaf.com | 1-205-970-1600 |
| Alaska | Qualis Health www.qualishealth.org | 1-907-562-2252 |
| Arizona | Health Services Advisory Group www.hsag.com | 1-602-264-6382 |
| Arkansas | Arkansas Foundation for Medical Care www.afmc.org | 1-501-375-5700 |
| California | Lumetra www.lumetra.com | 1-415-677-2000 |
| Colorado | Colorado Foundation for Medical Care www.cfmc.org | 1-303-695-3300 |
| Connecticut | Qualidigm www.qualidigm.org | 1-860-632-2008 |
| Delaware | Quality Insights of Delaware www.qide.org | 1-302-478-3600 |
| District of Columbia | Delmarva Foundation for Medical Care www.delmarvafoundation.org | 1-202-293-9650 |
| Florida | Florida Medical Quality Assurance www.fmqai.com | 1-813-354-9111 |
| Georgia | Georgia Medical Care Foundation www.gmcf.org | 1-404-982-0411 |
| Hawaii | Mountain-Pacific Quality Health Foundation www.mpqhf.org | 1-808-545-2550 |
| Idaho | Qualis Health www.qualishealth.org | 1-208-343-4617 |
| Illinois | Illinois Foundation for Quality Health Care www.ifqhc.org | 1-630-571-5540 |

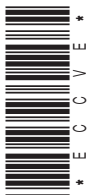
Appendix IV Quality Improvement Organizations (QIOs)

| State | Organization and Website Link | Telephone Number |
|---------------|--|------------------|
| Indiana | Health Care Excel www.hce.org | 1-800-300-8190 |
| Iowa | Iowa Foundation for Medical Care www.internetifmc.com | 1-515-223-2900 |
| Kansas | Kansas Foundation for Medical Care www.kfmc.org | 1-785-273-2552 |
| Kentucky | Health Care Excel www.hce.org | 1-800-300-8190 |
| Louisiana | Louisiana Health Care Review www.lhcr.org | 1-225-926-6353 |
| Maine | Northeast Health Care Quality Foundation www.nhcqf.org | 1-603-749-1641 |
| Maryland | Delmarva Foundation for Medical Care www.delmarvafoundation.org | 1-410-822-0697 |
| Massachusetts | MassPRO www.masspro.org | 1-781-890-0011 |
| Michigan | Michigan Peer Review Organization www.mpro.org | 1-248-465-7300 |
| Minnesota | Stratis Health www.stratishealth.org | 1-952-854-3306 |
| Mississippi | Mississippi Information and Quality Healthcare www.iqh.org | 1-601-957-1575 |
| Missouri | Primaris www.primaris.org | 1-573-817-8300 |
| Montana | Mountain-Pacific Quality Health Foundation www.mpqhf.org | 1-406-443-4020 |
| Nebraska | CIMRO of Nebraska www.cimronebraska.org | 1-402-476-1399 |

| Appendix IV Quality Improvement Organizations (QIOs) | | |
|--|--|-------------------------|
| State | Organization and Website Link | Telephone Number |
| Nevada | HealthInsight www.healthinsight.org | 702-385-9933 |
| New Hampshire | Northeast Health Care Quality Foundation www.nhcqf.org | 603-749-1641 |
| New Jersey | Peer Review Organization of New Jersey www.pronj.org | 732-238-5570 |
| New Mexico | New Mexico Medical Review Association www.nmmra.org | 505-998-9898 |
| New York | IPRO www.ipro.org | 516-326-7767 |
| North Carolina | Medical Review of North Carolina www.mrnc.org | 919-380-9860 |
| North Dakota | North Dakota Health Care Review www.ndhcri.org | 701-852-4231 |
| Ohio | Ohio KePRO www.ohiokepro.com | 216-447-9604 |
| Oklahoma | Oklahoma Foundation for Medical Quality www.ofmq.com | 405-840-2891 |
| Oregon | Oregon Medical Professional Review Organization (OMPRO) www.ompro.org | 503-279-0100 |
| Pennsylvania | Quality Insights of Pennsylvania www.qipa.org | 877-346-6180 |
| Rhode Island | Quality Partners of Rhode Island www.qualitypartnersri.org | 401-528-3200 |
| South Carolina | Carolina Medical Review www.mrnc.org | 803-731-8225 |
| South Dakota | South Dakota Foundation for Medical Care www.sdfmc.org | 605-336-3505 |

Appendix IV Quality Improvement Organizations (QIOs)

| State | Organization and Website Link | Telephone Number |
|---------------|--|------------------|
| Tennessee | Center for Healthcare Quality www.qsource.org | 1-901-682-0381 |
| Texas | TMF Health Quality Institute www.tmf.org | 1-512-329-6610 |
| Utah | HealthInsight www.healthinsight.org | 1-801-892-0155 |
| Vermont | Northeast Health Care Quality Foundation www.nhcqf.org | 1-603-749-1641 |
| Virginia | Virginia Health Quality Center www.vhqc.org | 1-804-289-5320 |
| Washington | Qualis Health www.qualishealth.org | 1-206-364-9700 |
| West Virginia | West Virginia Medical Institute www.wvmi.org | 1-304-346-9864 |
| Wisconsin | MetaStar www.metastar.com | 1-608-274-1940 |
| Wyoming | Mountain-Pacific Quality Health Foundation www.mpqhf.org | 1-406-443-4020 |



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